# CINTIQ® companion

Professional Hybrid Creative Tablet

## User's manual

About the Cintiq Companion Hybrid
Parts and Accessories
Getting Started
Mobile Mode
Using the pen
The multi-touch feature
Desktop Mode
Customizing your Cintiq
Troubleshooting
Support options

Cintiq Companion Hybrid

User's Manual

Version 1.0, Rev H0413

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# TABLE OF CONTENTS


ABOUT THE MANUAL 5

ABOUT THE CINTIQ COMPANION HYBRID 6
Parts and Accessories 7
- Unpacking 7
- Front view 8
- Rear view 8

Attaching the stand 9

GETTING STARTED 10
- Step 1: Connect the Cintiq to your computer 10
- Step 2: Complete the Mobile Mode Setup wizard 11
- Step 3: Complete Driver Installation for Desktop Mode 14
- Rocker Ring and Center Button 14

Desktop Center and Mobile Center Features 15
- Setting up your work area 17

MOBILE MODE 18
Pen and touch 18
File management 18
Using the Wacom Mobile Center 18
- Battery status and Operation 21

DESKTOP MODE 22
Configuring for handedness 22
The Wacom Desktop Center 22
Pen features 25
Using the pen 26
- Holding the pen 26
- Positioning 27
- Clicking 27
- Erasing 27
- Dragging 27
- Working with pressure sensitivity 27
- Drawing with tilt 27

ExpressKeys, Rocker Ring, and Center Button 28
The multi-touch feature 29
- Selecting multi-touch 29
- Customizing multi-touch 31
- Setting multi-touch options 31
- Testing multi-touch 33

Working with multiple monitors 33
- Wacom Display settings 33

Customizing your Cintiq 35
Managing your control panel settings 35
Express View and Settings 35
Control panel overview 36
- Customizing Cintiq functions 38

Calibrating the Cintiq 39
Customizing the pen 40
- Adjusting tip feel and double-click 41
- Adjusting eraser feel 42
- Advanced tip and eraser pressure settings 42
- Customizing pen buttons 43
- Customizing tilt sensitivity 44

Customizing the ExpressKeys 45
Customizing the Rocker Ring and Center Button 46
On-Screen Controls 46
- Creating Screen Keys or Screen Touch Strips 47
- Customizing Screen Keys or Screen Touch Strips 49
- Assigning panels to ExpressKeys or Rocker Ring buttons 49
- Using Screen Keys or Screen Touch Strips 51
- Changing the appearance of the on-screen controls 51
- Managing your On-Screen Controls 51

Button functions 52
Using and customizing the Radial Menu 59
Working with Display Toggle 60
Application-specific settings 61
- Creating an application-specific setting 62
- Changing application-specific settings 63
- Removing application-specific settings 63

Working with multiple tools 63
Renaming the tablet in the tablet list 63

TROUBLESHOOTING 64
- Software updates 64

Testing the Cintiq in Desktop Mode 65
Testing controls and input tools 66
- Testing the ExpressKeys, Rocker Ring, and Center Button 67
- Testing a pen 67

Display troubleshooting (Desktop Mode) 68
- General problems 68

Tablet troubleshooting 70
- Windows-specific problems 73
- Mac-specific problems 74

Support options 76
- Service and repair 76

FREQUENTLY ASKED QUESTIONS 77

CARE AND MAINTENANCE 79
Caring for the Cintiq 79
Replacing the pen nib 80

OTHER USEFUL INFORMATION 81
Uninstalling Cintiq 81
Managing preferences 82
Installing multiple tablets 83
Using applications integrated for tablet control 84
Importing expert settings 85
Pen and digital ink capabilities in Windows 86
Product information 87
- Product specifications 87
- Battery specifications 87
- Warranty Service in the U.S.A. and Canada 88
- Warranty Service Outside of the U.S.A. and Canada 88

Ordering parts and accessories 89

GLOSSARY 90

INDEX 92

# ABOUT THE MANUAL

This manual provides quick access to information about your Cintiq Companion Hybrid (Cintiq). The information applies to the Windows and Mac operating systems (Desktop Mode), and to the Android operating system (Mobile Mode). For Desktop Mode, Windows screen captures are shown unless otherwise noted.

- Go directly to Table of contents or Index topics by clicking on them.
- Use the navigation controls to move through the manual.

| | | | |
|---|---|---|---|
| Contents | Go to table of contents. | | Go to front page. |
| Index | Go to index. | | Page back, or page forward. |
| | | | Go back to previous view. |

- Use your .pdf viewer zoom-in tool to increase the size of the manual on your screen. See the viewer application help for information on any additional tools that help you use and print the manual.
- SMALL CAPITAL LETTERS are used to identify the names of keyboard keys, dialog boxes, and control panel options.
- Be sure to read the Important Product Information document for the Cintiq Companion Hybrid, which can be accessed from the Wacom Desktop Center. The guide includes product safety precautions, specifications, and your license agreement.
- The following information is not included with this product: information about your specific computer hardware or operating system, or information about your application software. Your best source for this information is the set of manuals and discs that came with your hardware, operating system, or application.

Wacom's philosophy is to continually improve all of its products. As a result, engineering changes and improvements are made from time to time. Therefore, some changes, modifications, and improvements may not be covered in this manual.

# ABOUT THE CINTIQ COMPANION HYBRID

The Cintiq Companion Hybrid is an interactive pen and touch display and sketch pad tablet in one device. It operates in two different modes:

- **Desktop Mode**. When you connect the Cintiq to a computer using the Windows or Macintosh operating system, it functions as a display supporting pen and touch input for design and graphics work. It also can be used to play music from your computer, or for video conferencing.
- **Mobile Mode**. When the Cintiq is disconnected from your computer, or connected with only the USB cable, it functions as an Android tablet with its own processor, pen and touch input, and connections to the Internet and accessory devices. While on the go you can review and edit your work, and access the Internet, email, and the features and functionality of the Android environment. The Cintiq also features built-in Bluetooth, GPS, wifi, front and rear cameras, microphones and speaker.

Your Cintiq can be used in landscape or portrait orientation, or lying flat on your desk or in your lap. In landscape orientation, it can be placed in one of three different inclined positions, using the stand provided.

For transferring data from your Android system to your computer and back, your Cintiq includes a pre-installed copy of ASTRO File Manager by Metago. ASTRO File Manager lets you move files between the Cintiq and your computer, connected USB storage devices or cloud locations, and provides other file management functions.

See Front view and Rear view illustrations for the locations of the Cintiq's features. For details on functionality, see Desktop Mode and Mobile Mode.

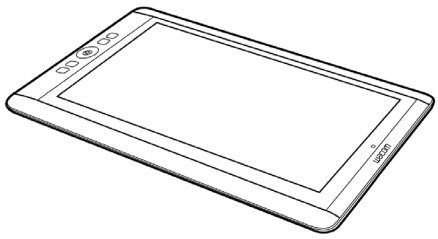
# PARTS AND ACCESSORIES

The Cintiq Companion Hybrid and supplied accessories are shown below.

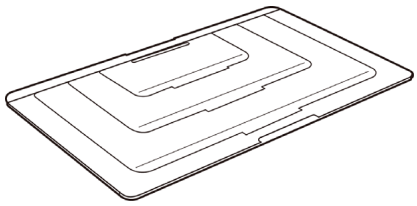
## UNPACKING

- Unpack the Cintiq and place it on your desktop, or another work area that is level and stable. Make sure the surface is flat, clean, and dry. Inventory the items and ensure the box contents are complete.
- Remove any packing materials from the back of the Cintiq and its cabling. Save the packing materials and box for use when shipping or storing the Cintiq.

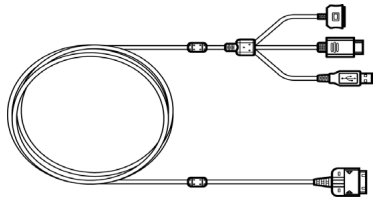
Note: If you place the Cintiq face-down for any reason, use a soft, clean cloth or pad under the front of the display to make sure the screen will not be damaged through contact with another surface.



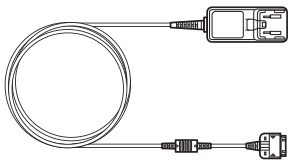
Cintiq Companion Hybrid



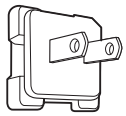
Cintiq stand



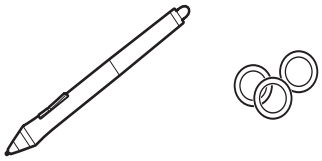
3-in-1 cable



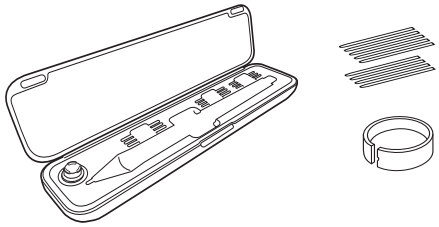
AC power adapter and cable



Plug for AC power adapter



Pen and personalization rings

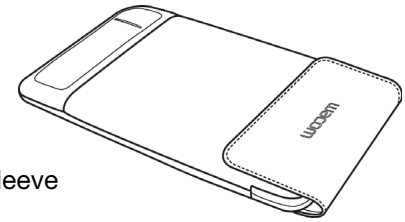


Pen case, replacement nibs and nib extraction tool

Cloth

Quick Start Guide (printed booklet)

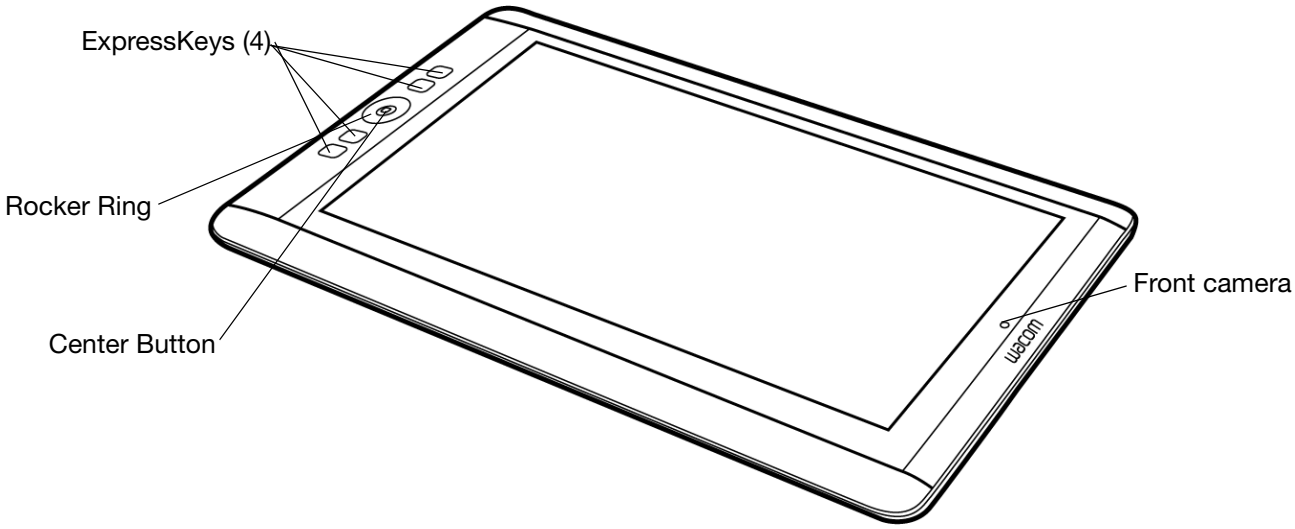
Warranty card included with some configurations.



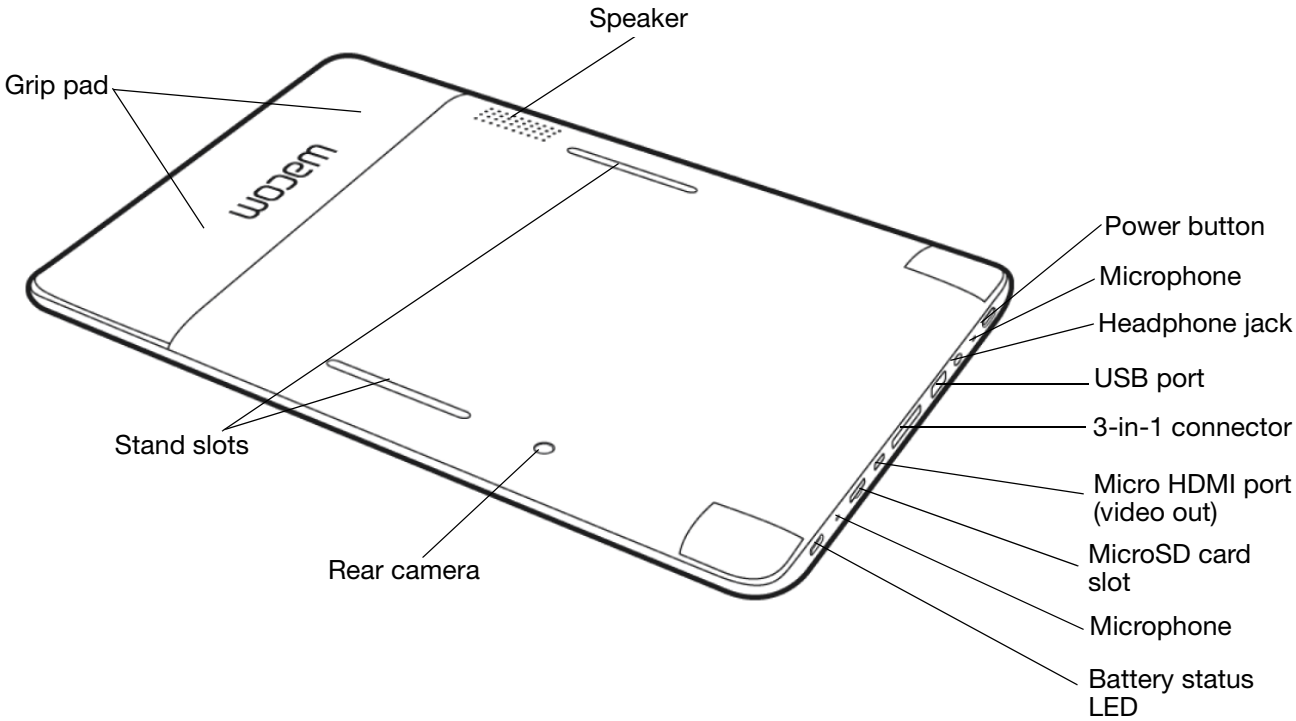

Protective sleeve

## FRONT VIEW

The features of your Cintiq are illustrated below. It can be configured for either right-handed or left-handed use, and positioned in one of two landscape orientations or two portrait orientations.



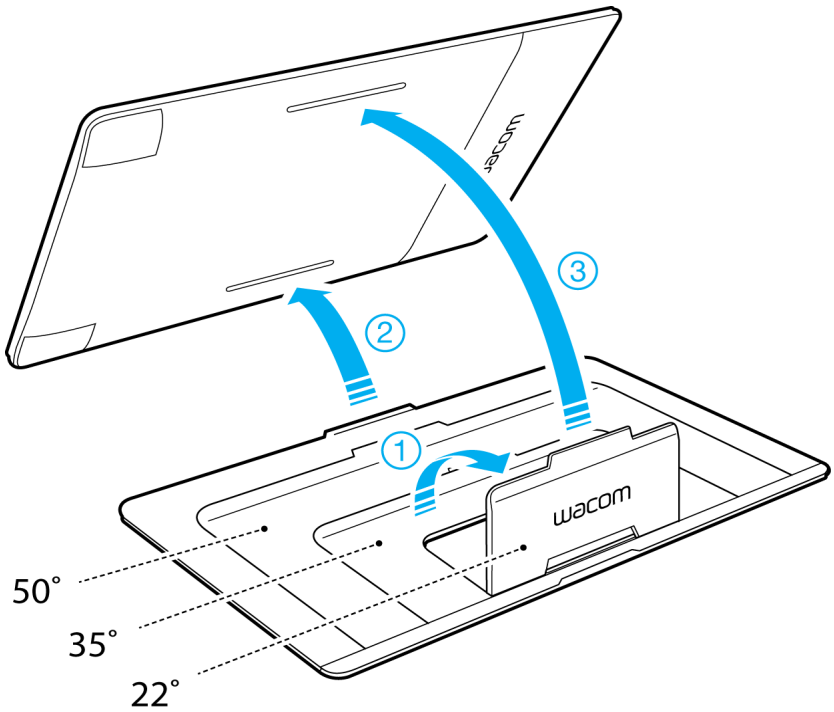

## REAR VIEW



# ATTACHING THE STAND

In landscape orientation, the Cintiq stand can be used in one of three inclined positions. After attaching the stand, you can adjust the display incline as follows:

1. Place the Cintiq on a flat, stable surface.
2. Place the stand with the aluminum surface down and the three tabs facing up.
3. Decide which of the incline tabs you want to use.
4. Hold the Cintiq upright so you can see the back.
5. Place the tab at the bottom edge of the stand into the slot in the lower edge of the Cintiq.
6. Keeping the lower tab in its slot, tilt the Cintiq toward the stand and insert the tab into the tab for the incline you want to use into the other slot. Make sure both tabs are fully inserted into the slots.



# GETTING STARTED

When you have unpacked your Cintiq and are ready to begin using it, complete the following steps to turn on your Cintiq and launch the Setup wizard.

Note: You must install the Windows or Macintosh driver for Cintiq to work properly in Desktop mode.

Before you begin, read the Quick Start Guide that is included in the box with your Cintiq.

Make sure your computer meets the following minimum system requirements:

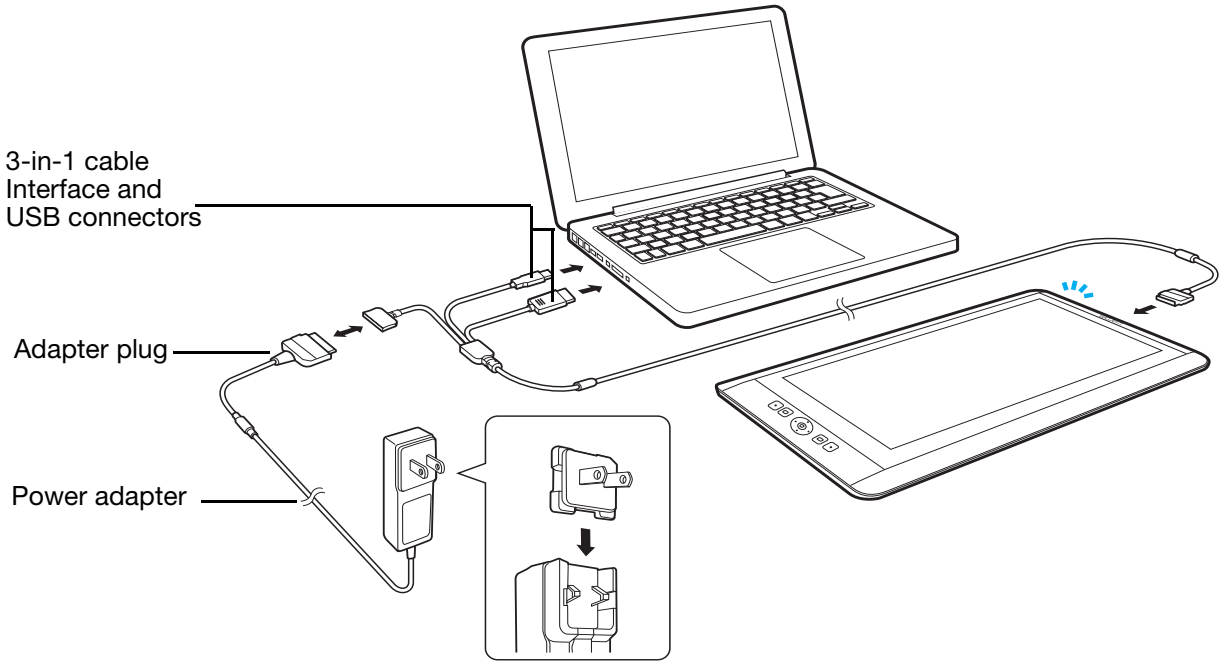
- Windows 7 or 8 (32-bit or 64-bit configurations) or Mac OS X 10.6 or later
- Available USB port
- Available HDMI port

Note: If your computer does not have an HDMI (video out) port, you will need an HDMI adapter to connect your computer to the Cintiq.

## STEP 1: CONNECT THE CINTIQ TO YOUR COMPUTER

Complete the connections from the Cintiq to your computer. Make sure to use the power cable to connect to an external power source. Refer to the connection diagram.

1. Connect the interface and video plugs of the 3-in-1 cable to the available USB and HDMI ports on your computer. Note that Wacom recommends connecting the USB cable directly to your computer, and not to a USB hub attached to your computer.
2. Connect the adapter plug of the 3-in-1 cable to the power adapter.
3. Connect the remaining end of the 3-in-1 cable to the Cintiq.
4. Install the wall plug on the power adapter. Note that the plug can be turned to accommodate different outlets.
5. Plug the power adapter into an AC outlet.



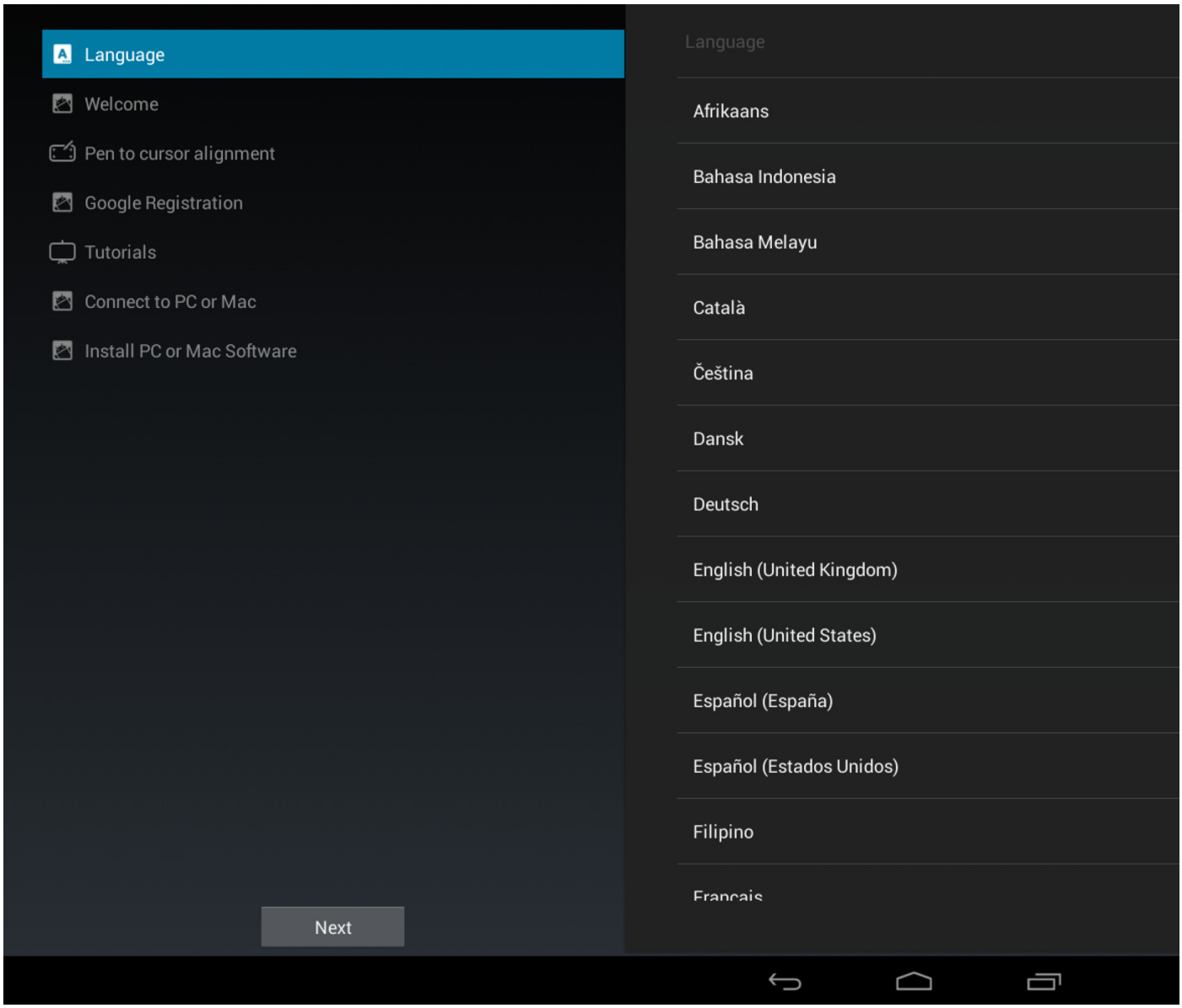

⚠ Caution

Use only the power adapter provided, or an identical adapter, with your Cintiq. Use of an improper power adapter may damage the Cintiq.

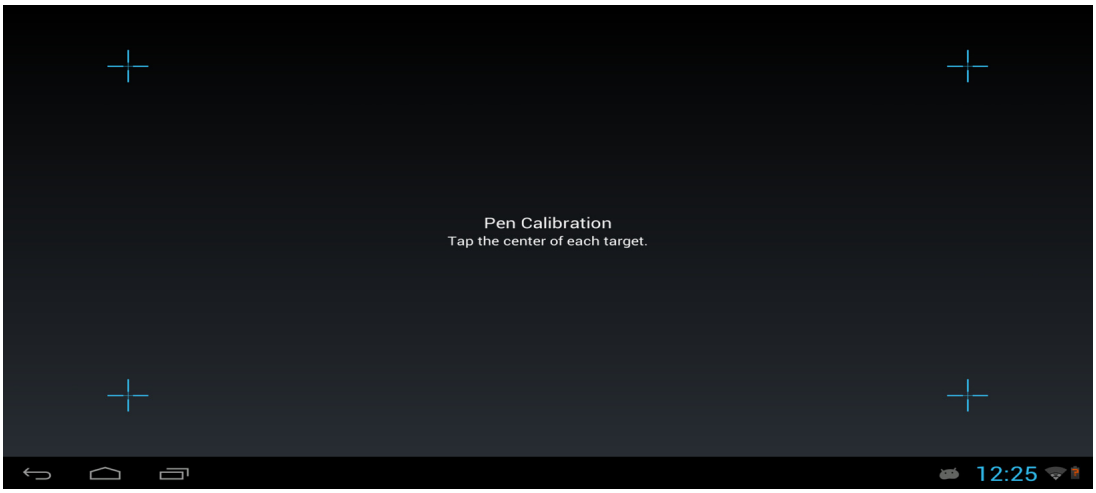
## STEP 2: COMPLETE THE MOBILE MODE SETUP WIZARD

1. When your computer is connected, turn on the Cintiq to launch the Setup Wizard, which will guide you through the setup and installation process for Mobile Mode.
2. Make sure that you have wifi and Internet access before you begin using the Setup Wizard.

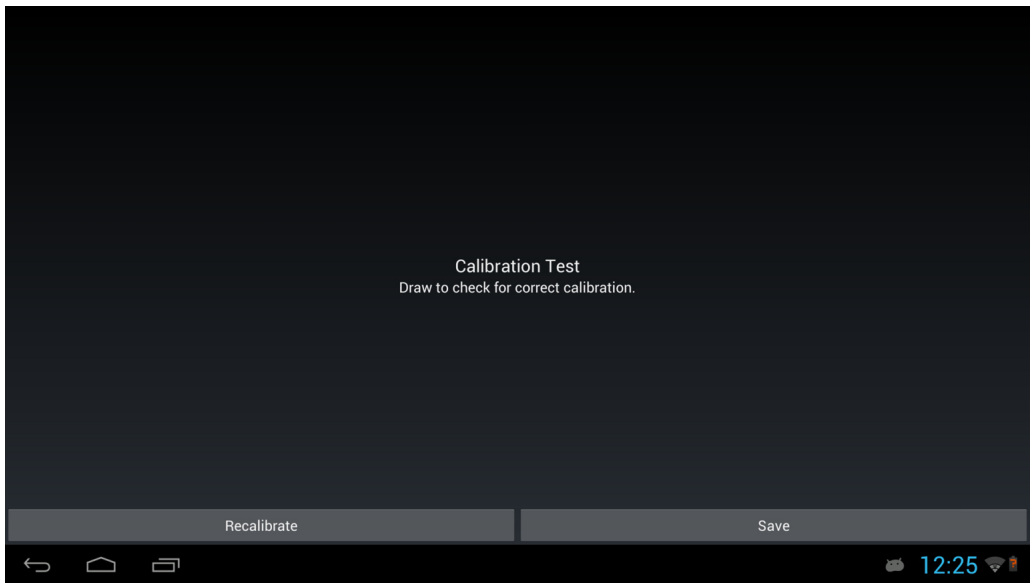
Select the NEXT button at the bottom of the screen with your finger or pen to move through the steps. The left side of the window display the setup functions, and the right side of the window will list the options for each function.


Language
Welcome
Pen to cursor alignment
Google Registration
Tutorials
Connect to PC or Mac
Install PC or Mac Software
Next
Language
Afrikaans
Bahasa Indonesia
Bahasa Melayu
Català
Čeština
Dansk
Deutsch
English (United Kingdom)
English (United States)
Español (España)
Español (Estados Unidos)
Filipino
Français

- LANGUAGE. Select your preferred language.
- WELCOME video.
- PEN TO CURSOR ALIGNMENT. This item opens a calibration setup screen.
  1. Tap the center of each crosshair with the pen tip. When you have finished, a test screen appears.




  2. On the test screen, check the calibration by drawing several times on the screen. If you are satisfied with the results, click SAVE to accept the calibration. Click RECALIBRATE if you want to repeat the calibration for any reason. You can recalibrate at any time from the Wacom Desktop Center.



- GOOGLE REGISTRATION. This item brings up a box for entering Google account information so you can register your Cintiq and access Google Play, Google +, Google Wallet, Gmail, and other Google services.

  From this screen, log in to your Google account if you have one. If you do not have a Google account, you can set one up here. You will need a Google account to access the Play Store.

  After you have logged in, you can:

  - Select your preferred language if it is not already displayed.
  - Set up backup and restore capabilities for your app, store, and device data.
  - Provide wallet or credit card information to pay for purchases from Google Play, etc.
  - Set location services to use GPS on your Cintiq.
  - Set your preferences for services, system updates, etc.

  When you have completed your Google settings, click SETUP COMPLETE to return to the Wacom setup wizard.
- TUTORIALS. Wacom recommends you explore these videos to familiarize yourself with your Cintiq. You can watch as many videos as you like, or skip them during setup and access them later.
- CONNECT TO PC OR MAC. If you have already connected the Cintiq to your computer as shown in the diagram above, go on to the next step.

## STEP 3: COMPLETE DRIVER INSTALLATION FOR DESKTOP MODE

When Mobile Mode setup is complete, you must install the drivers for operation of your Cintiq in Desktop Mode. Complete the remaining items in the Setup Wizard:

- INSTALL PC OR MAC SOFTWARE. Follow the instructions and click NEXT.
- After you click NEXT, the Cintiq will switch to Desktop Mode and display your computer's desktop. Look for the virtual driver CD INSTALL CCH, which contains the desktop driver software.

  On Windows: Follow the prompts to proceed with installation.

  On Mac: A new drive will be connected and you will see a CD icon. Click the icon and follow the prompts to proceed with installation.

  Note: You can also download the driver from www.wacom.com.

  Wacom recommends rebooting your computer after software installation.

You Cintiq should now be ready for you to use. When you connect it to your computer it will function as a pen and touch display with access to Desktop Mode features, using the Windows or Mac operating system. When you disconnect the Cintiq, it will work as a standalone Android tablet with pen and touch input and access to other Android tablet functions, so you can work on the go.

## ROCKER RING AND CENTER BUTTON

In Mobile Mode, the settings for the Rocker Ring buttons and the Center Button are:

- Top and bottom Rocker Ring buttons: adjusts volume up and down.
- Right and left Rocker Ring buttons: adjusts brightness up and down.

Center Button: launches a web browser. You can change the function for the Center Button in the Wacom Mobile Center (see Using the Wacom Mobile Center).

# DESKTOP CENTER AND MOBILE CENTER FEATURES

The following table provides an overview of key features and capabilities available in each mode.

| Item | Desktop Mode | Mobile Mode |
|---|---|---|
| **System requirements** | Windows 7 or 8 (32 or 64 bit configurations) or Mac OS X 10.6 & later, HDMI port, USB port | Not applicable |
| **Connection requirements** | 1) 3-in-1 connector<br>2) Cable connecting HDMI, USB and power | Optional: power; WiFi; Bluetooth; USB; 3-in-1 connector and cable connecting only USB and power |
| **Tablet control defaults** | | |
| Center Button | Windows 8: Home<br>Windows 7: Start<br>Mac OS 10.6: Switch applications<br>Mac OS 10.7 or later: Launchpad | Launch web browser. Change Center Button function in Wacom Mobile Center |
| Rocker Ring | Top: Undo<br>Left: Display Toggle<br>Right: Radial Menu<br>Bottom: On-screen controls | Right/left: adjust brightness<br>Top/bottom: adjust volume |
| ExpressKeys (top to bottom)<br>ExpressKey settings maintained when changing orientation | Key 1: Shift<br>Key 2: Ctrl<br>Key 3: Alt<br>Key 4: Pan/Scroll | Key 1: Home screen<br>Key 2: Menu<br>Key 3: On-screen keyboard<br>Key 4: Search |
| **Pen and touch input (may be app-specific)** | | |
| **Pro pen**<br>**Art pen**<br>**Air brush**<br>**Touch gestures** | Pressure, tilt, eraser<br>Pressure, tilt, rotation, eraser<br>Pressure, tilt, fingerwheel, eraser<br>Customizable gestures (Windows and Mac) | Pressure, eraser<br>Pressure, eraser<br>Pressure, eraser<br>Android gestures |

| Item | Desktop Mode | Mobile Mode |
|---|---|---|
| **Tablet features** | | |
| Front camera | Webcam only | Photos and video |
| Rear camera | Not supported | Photos and video |
| Microphone | Webcam only | Yes |
| Headphone jack | Yes | Yes |
| Speaker | Yes | Yes |
| MicroSD card slot | Yes | Yes |
| Micro HDMI-out port | Not supported | Yes |
| Bluetooth | Not supported | Yes |
| GPS | Not supported | Yes |
| USB port | Storage media, other peripheral devices | Storage media, other peripheral devices |
| Wifi | Not supported | Yes |
| Attachable, adjustable stand | Yes (three angles, landscape orientation only) | Yes (three angles, landscape orientation only) |
| Battery status LED | Yes | Yes |

| Item | Desktop Mode | Mobile Mode |
|---|---|---|
| **Customize** | Open the Wacom Desktop Center from the Start screen (Windows 8), the Start menu (Windows 7), or System Preferences (Mac) for links to system updates, file management, control panels, tutorials and manuals, and related features. | 1) Open the Wacom Mobile Center from the Android Home screen for links to system updates, settings, file management, tutorials, and related features for the Cintiq.<br>2) Open Settings from the Android Home screen for standard Android settings. |
| **Change tablet orientation** | Set preferences for orientation and right-handed or left-handed use from the Wacom Desktop Center. On the Mac, the orientation must be set from the Display Preferences pane. | The orientation automatically adjusts to tablet position. To disable it, turn off AUTO-ROTATE in the Wacom Mobile Center. To lock in an orientation, open SETTINGS on the Android Home screen and set ROTATION LOCK. |
| **Wake from Sleep** | Press any computer keyboard key | Briefly press the Power button |
| **Reboot** | Briefly press the Power button | Press the Power button until the menu appears. Select the Reboot option. |

## SETTING UP YOUR WORK AREA

To minimize fatigue, organize your work area to create a comfortable environment. Position the Cintiq, the pen, and your keyboard for easy access without unnecessary reaching. The pen display and any other displays should be positioned so you can view them comfortably with a minimum of eyestrain.

# MOBILE MODE

The Cintiq Mobile Mode uses the Android operating system. It is the mode you are using when the Cintiq is not connected to your computer with the 3-in-1 cable or the HDMI connector. When in Mobile Mode, the Cintiq will function as an Android tablet with pen and touch input capability.

When you are using the Cintiq in Mobile Mode, connect the cable from the power adapter directly into the 3-in-1 connector if you want to charge the Cintiq.

Note: The use of some HDMI adapters can cause the Cintiq to switch to Desktop mode even if it is not connected to a computer, and your screen will be blank. If this happens, unplug your adapter or 3-in-1 cable to switch your Cintiq to Mobile Mode.

If the Lock icon appears on the screen, slide the icon toward the right to unlock the Cintiq.

## PEN AND TOUCH

Pen and touch in Mobile Mode function much the same as in Desktop Mode. In some instances, Mobile Mode applications may not support all pen features.

Touch is disabled when the pen is brought within proximity of the screen (approximately 5 mm or 0.2 inch).

For a list of Android touch gestures, see http://developer.android.com/design/patterns/gestures.html. This site also provides descriptions of Android settings, navigation, notifications, and related functions.

## FILE MANAGEMENT

To copy or move files directly to or from your computer, connect the 3-in-1 cable to your Cintiq and connect only the USB cable to your computer. Cintiq will remain in Mobile Mode.

In Mobile Mode, you can manage your files in two different ways:

- ASTRO File Manager, created by Metago, is pre-installed on your Cintiq. ASTRO File Manager allows you to move your files between the Cintiq, your computer, USB devices, and cloud locations. You can transfer, copy, delete, rename, sort, create new folders and directories, and perform other functions with your files and photos.
- When you connect the Cintiq to your computer, drives and devices will appear on your screen. You can move files from these devices between your computer and the Cintiq using drag and drop.

For detailed instructions on using ASTRO File Manager, go to www.metago.net and click on ASTRO File Manager Getting Started Guide at the bottom of the page. ASTRO FILE MANAGER can be launched by selecting FILE MANAGEMENT in the Wacom Mobile Center, or you can launch it from your Home screen.

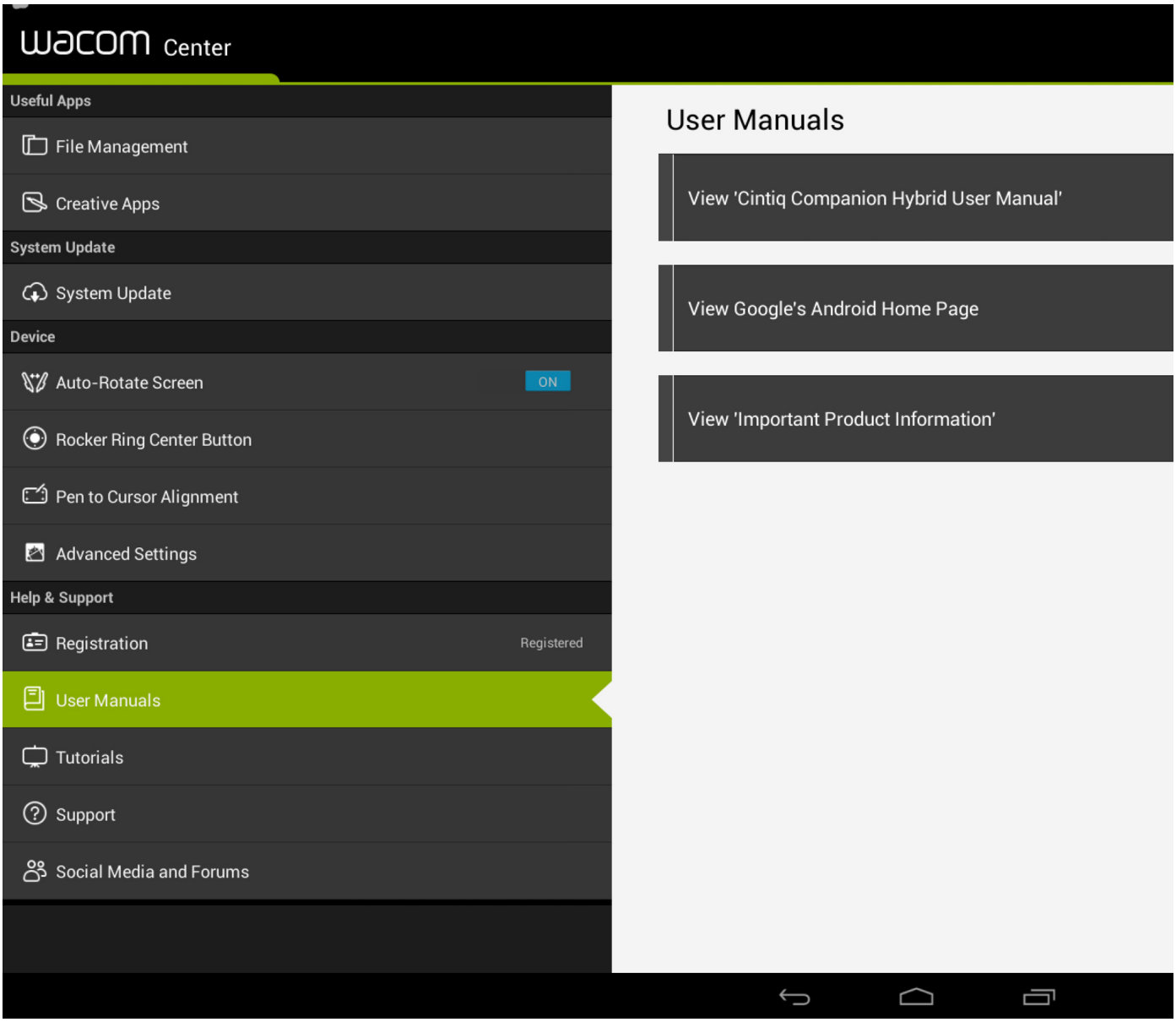
## USING THE WACOM MOBILE CENTER

Wacom Mobile Center is a Mobile Mode application that allows you to change settings, use Android apps, register and update your system, and select options for file management. You can also access product support, and product-related web sites.

The items on the left side of the Wacom Mobile Center screen allow you to make selections or set options from the associated lists on the right side of the screen.

If your Cintiq is connected to your computer and then disconnected, the Cintiq will switch to Mobile mode. You can open the Wacom Mobile Center from the Wacom Center icon on the Home screen.

To make additional customizations and settings changes for your Android system, select the Settings app from your Home screen or from the Notification Drawer in the upper right of the screen.




The following options are available from the Wacom Mobile Center:

- USEFUL APPS.
  - FILE MANAGEMENT. Launches ASTRO File Manager, which helps you manage your content and files, including pictures, music, videos or documents, on your Cintiq and your computer via networking. You can also use ASTRO File Manager with popular cloud services such as Facebook Photo Albums, Dropbox, Google Driver, SkyDrive and Box.

- CREATIVE APPS. Launches Wacom Creative Canvas, Wacom Manga Canvas, or other apps that will enhance your creativity. These apps can also be launched from the Android Home screen.

  In CREATIVE APPS you can select WACOM RECOMMENDS to access a list of useful Android apps.

- SYSTEM UPDATE. The system will inform you when a software update is available, and provides options for downloading and installing the update. You may also select a checkbox that will automatically monitor the system for new updates, and show a notification when a new update is available.
- DEVICE.
  - AUTO-ROTATE SCREEN. Setting this slider to ON causes the display to change to the correct orientation if you change the position of the Cintiq. You can also set this preference from the Home screen.
  - CENTER BUTTON. Select your preferred function for the Center Button. The default for the Center Button is to launch the web browser. You can set the function to launch a web browser, the Wacom Mobile Center, ASTRO File Manager, a camera app or custom app available on your system, take a screen shot, or perform other functions.
  - PEN TO CURSOR ALIGNMENT. This option will open the pen calibration utility used in the Setup wizard. See Step 2: Complete the Mobile Mode Setup wizard.
  - ADVANCED SETTINGS.
    - SHOW VIRTUAL DESKTOP DRIVER CD. Use this option to install Desktop Mode drivers if you did not complete installation in the Setup Wizard, or if you want to reinstall the drivers at a later time.
    - ENABLE PC CONNECTIVITY VIA ADB. This item is checked to ensure notifications between the Cintiq and the computer.
- HELP & SUPPORT.
  - REGISTRATION. Click the registration link to access the Wacom product registration site.
  - USER MANUALS. Allows you to access this manual and the Important Product Information document, which provides specifications, warranty, and related information.
  - TUTORIALS. Allows you to access instructional videos that will help you begin using your Cintiq, and learn more about how to work with it.
  - SUPPORT. This option allows you to access the Wacom Support site for help with your Cintiq.
  - SOCIAL MEDIA AND FORUMS. This option allows you to launch additional web sites that will help you learn more about working with your Cintiq.

## BATTERY STATUS AND OPERATION

The battery status LED on the Cintiq indicates battery conditions as follows:

| Status | LED |
|---|---|
| Off | Off |
| Charging | Amber |
| Fully charged | With AC power: Green Without AC power: Off |
| Low battery | With AC power: Amber Without AC power: Red (battery is below 10%) |
| Sleep | Off |

Battery status is displayed on the Wacom Desktop Center, the Mobile Center, and on the task bar on the Mobile screen. You will receive notifications if the battery charge falls to a low level. Completely discharging the battery will cause the Cintiq to shut down.

If the battery's operating temperature becomes too hot or too cold, you will receive a notification. If the battery is too hot and your Cintiq is connected to an external power source, unplug the Cintiq. If you believe you have a problem with battery operation and are not able to resolve it, please contact Wacom Support.

To protect and maximize the life of your battery:

- Operate and store your Cintiq at room temperature.
- Do not allow your battery to be completely discharged.
- Do not ignore low-battery notifications.
- Wacom recommends that you keep the power cable connected when working in Desktop Mode, so the battery charge does not get too low.
- If you will not be using your Cintiq for an extended period of time, charge the battery before your final use. Restart the Cintiq once every month or so and check the battery status icon. Charge the battery again if it is very low.
- Do not attempt to remove, repair, replace, or alter your Cintiq's battery. If you have a problem with the battery, please contact Wacom Support for your region.

Make sure the power cable is connected when you are in Desktop Mode.

Also see Battery specifications.

# DESKTOP MODE

Desktop Mode is enabled when the Cintiq is connected to your computer with the 3-in-1 cable, and the software for PC or Mac operation has been installed (see Getting Started).

Wacom Desktop Center will launch automatically after the Mac or PC driver has been installed. See The Wacom Desktop Center.

Note: The use of some HDMI adapters can cause the Cintiq to switch to Desktop mode even if it is not connected to a computer, and your screen will be blank. If this happens, unplug your adapter or 3-in-1 cable to switch your Cintiq to Mobile Mode.

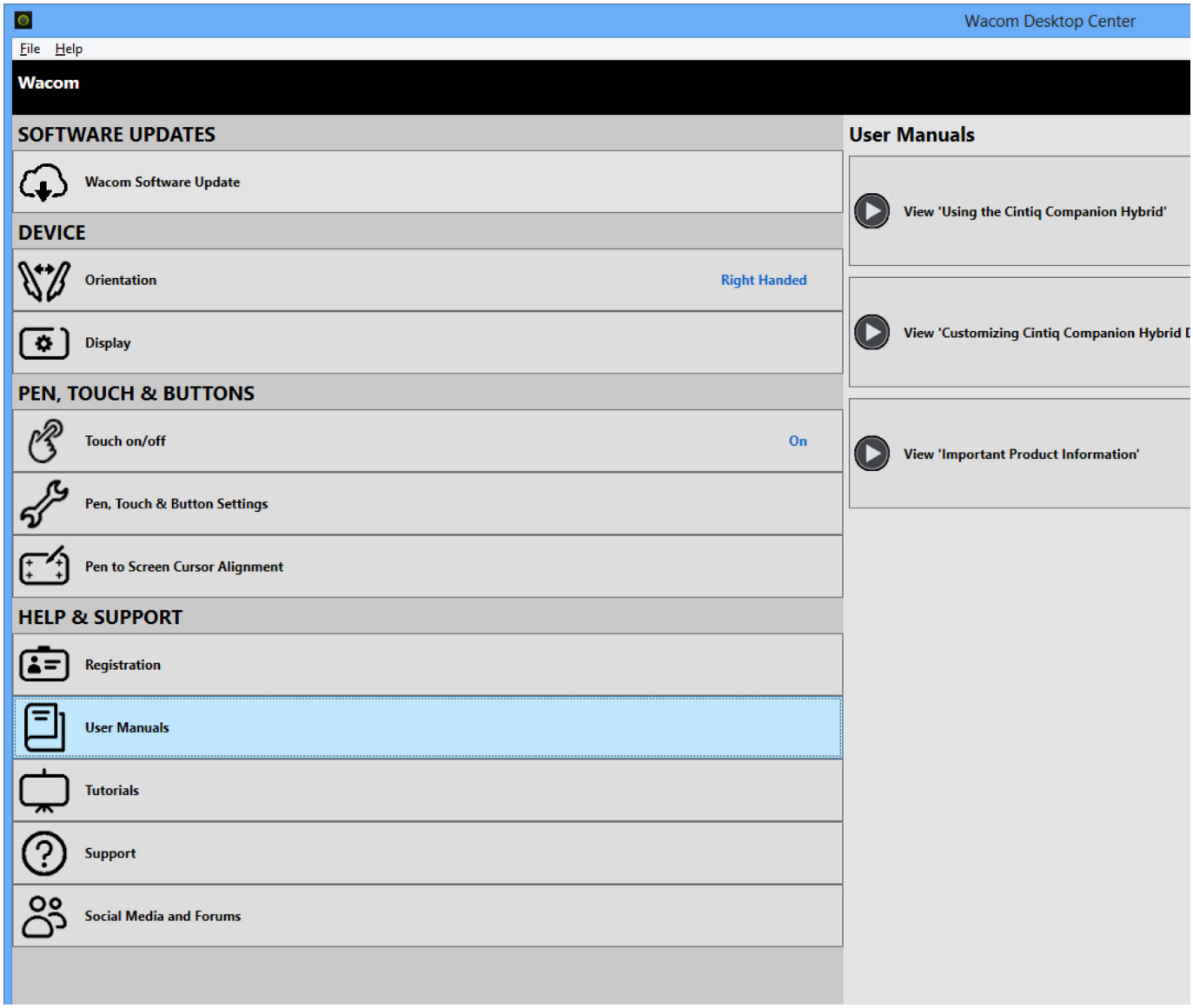
## CONFIGURING FOR HANDEDNESS

During the installation process at the end of the Setup wizard, you were prompted to choose a default configuration, based on whether you are right-handed or left-handed. The configuration you chose was used to determine the default settings for the ExpressKeys. In general, you will want the ExpressKeys on the same side as your non-dominant hand. If you are right-handed, position your ExpressKeys on the left. Put them on the right if you are left-handed.

You can use the Wacom Desktop Center to reconfigure your Cintiq for a left-handed or right-handed user at any time. The ExpressKeys will change automatically to adjust to the new settings.

## THE WACOM DESKTOP CENTER

The Wacom Desktop Center is a utility that lets you select settings for your Cintiq, learn more about how to use it, and connect to related web sites. After the driver for Desktop Mode is installed, you can access the Desktop Center at any time from the Start screen in Windows 8 or the Start menu in Windows 7, or from System Preferences on the Mac. Select from the activities on the left side of the screen to see the options for each one.




The following options are available from the Wacom Desktop Center:

- SOFTWARE UPDATES. If software updates are available, you will see a notification message. Click on WACOM SOFTWARE UPDATES to view Cintiq driver updates for Desktop Mode. Click on the update you want to begin downloading and installation of the update.

- DEVICE.
  - ORIENTATION. During driver installation, you were asked to select a setting for either right-handed or left-handed use. This item allows you to reset that value, and to select a separate orientation for your Cintiq if you would like to do so.

    Note: On a Mac the orientation must be set from the Display Preference pane. A link to the pane location is provided under this option.
  - DISPLAY. This item allows you to set display characteristics such as brightness, contrast, color temperature, etc.
- PEN, TOUCH & BUTTONS.
  - TOUCH ON/OFF. Select the radio button for turning Cintiq touch on or off.
  - PEN, TOUCH & BUTTON SETTINGS. This option will access the Wacom Tablet control panel settings for the following features:
    - Pen. See Customizing the pen. For a general description of pen use, see Pen features and Using the pen.
    - Touch. See Setting multi-touch options and Customizing multi-touch. For a general description of multi-touch use, see The multi-touch feature.
    - ExpressKeys. See ExpressKeys, Rocker Ring, and Center Button.
    - Rocker Ring and Center Button. See ExpressKeys, Rocker Ring, and Center Button.
  - PEN TO SCREEN CURSOR ALIGNMENT. See Calibrating the Cintiq.
- HELP & SUPPORT.
  - REGISTRATION. Click the registration link to access the Wacom product registration site.
  - USER MANUALS. This heading allows you to access manuals and product information for your Cintiq. The Important Product Information document provides specifications, warranty, and related information.
  - TUTORIALS. This option allows you to select instructional videos that will help you begin using your Cintiq, and learn more about how to work with it. If you have a wifi connection you can access product information and instructional videos from the website at any time.
  - SUPPORT. This option allows you to access the Wacom Support site for help with your Cintiq.
  - SOCIAL MEDIA AND FORUMS. This option provides links to social media sites that contain Wacom pages that you may find helpful.

The Wacom Desktop Center screen also shows battery status in the upper right corner of the Wacom Desktop Center screen. It shows whether the battery is charging, the percentage of the charge, and any other notices about the battery. If a battery notification shows a low charge, you will need to connect it to a power source.

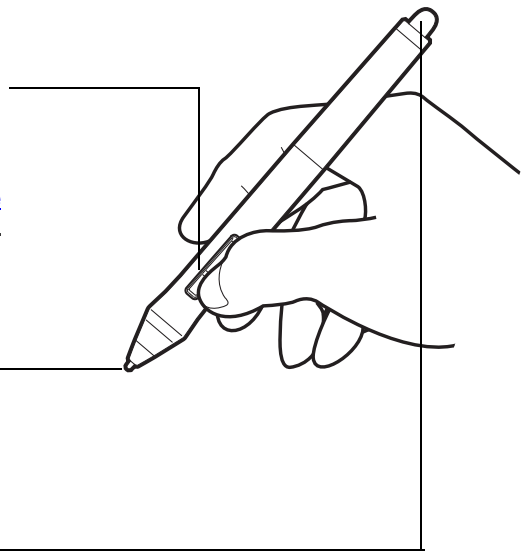
If a Not Connected indicator appears, go to the Wacom Mobile Center and enable PC CONNECTIVITY under ADVANCED OPTIONS.

# PEN FEATURES

Side switch: The pen comes equipped with a customizable side switch. It has two functions that can be selected by rocking the switch in either direction. You can use the side switch whenever the pen tip is within proximity (5 mm (0.2 inch)) of the screen surface.

You do not need to touch the pen tip to the display surface in order to use the switch.

In Desktop Mode, by default the upper switch is set to DOUBLE CLICK, and the lower switch is set to RIGHT CLICK. You can customize or disable the switch functions using the Wacom Tablet control panel.



Pen tip (replaceable nib): The pen activates as soon as it is brought within proximity of the Cintiq's screen. This allows you to position the screen cursor without touching the pen tip to the screen.

When pressure is applied to the pen tip, the pen simulates a primary mouse button click. Tip click pressure can be adjusted in the Wacom Tablet control panel.

Eraser: When brought within proximity of the Cintiq's screen, the tablet portion of the display reports the pen location. Pressure information is reported as you press down on the eraser. By default, the function is set to ERASE.

Important:

- Use only the pen that came with your product, or a Wacom accessory pen specified for use with Cintiq. Other pens may not function properly, or may damage the screen.
- Do not use felt nibs on your Cintiq, as they could scratch the screen.
- When not in use, place the pen in the pen case, or lay it flat on your desk. To maintain the sensitivity of your pen, do not store it in a container where it will rest on the tip or eraser. Improper storage may damage pen tip pressure sensor(s).

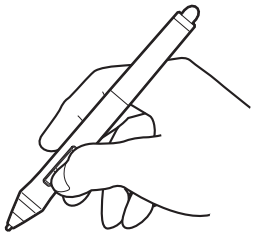
# USING THE PEN

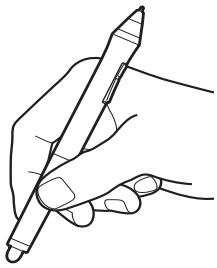
The cordless, battery-free pen senses the amount of pressure and tilt you apply to the tip. There are four basic techniques for using the pen: pointing, clicking, double-clicking, and dragging. If you are unfamiliar with using the pen, see the following pages.

Holding the pen
The multi-touch feature
Clicking
Dragging
Working with pressure sensitivity
Drawing with tilt

## HOLDING THE PEN

Hold the pen like you would a normal pen or pencil. Adjust your grip so that the side switch is in a convenient location where you can toggle it with your thumb or forefinger. Be careful not to accidentally press the switch while drawing or positioning with the pen.

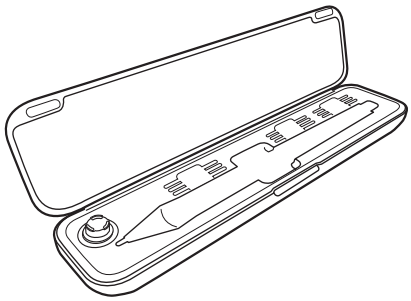




If you are working in a multi-user environment or otherwise want to personalize your pen, unscrew the tip cone and replace the colored ring with one of another color (included).

You can customize the pen settings at any time.

Place the pen within easy reach while you work. When not in use, place the pen in the pen case, or lay it flat on your desk.



Important: To maintain the sensitivity of your input tools, do not store them in a container where they will rest on their tip or eraser. Improper storage may damage the pen tip pressure sensor(s).

## POSITIONING

To position the screen cursor, move the pen slightly above the Cintiq screen without touching the screen surface. Press the pen tip on the screen to make a selection.

Note: Calibrating the Cintiq ensures correct alignment of the screen cursor with the pen tip.

In Desktop Mode, if the screen cursor does not jump to a position near the pen tip when you place the pen on the screen, the Cintiq software driver may not be installed or is not loading. Install the driver software if necessary.

For Mobile Mode calibration, see Mobile Mode.

## CLICKING

Tap the screen once with the pen tip, or touch it to the screen with enough pressure to register a click.

To double click, press the upper side switch (when set to DOUBLE CLICK), or quickly tap the screen twice in the same place with the pen tip.

## ERASING

In supported applications the pen eraser works like the eraser on a pencil. In text applications, use the eraser to select text and then lift the eraser from the Cintiq screen to delete the text.

Visit the Wacom website to learn about applications that support the eraser. See product information. If the eraser is not supported in an application, you can still use it for positioning, drawing, or annotation.

## DRAGGING

Select an object, then slide the pen tip across the screen to move the object.

## WORKING WITH PRESSURE SENSITIVITY

The pen responds to the nuance and inflection of your hand movements, enabling you to create natural-looking pen and brush strokes within applications that support this feature.

To draw, ink, or write with pressure sensitivity, move the pen along the screen surface while applying various amounts of pressure downward on the tip of the pen. Press hard for thick lines or dense color. Press gently for thin lines or softer color. Some applications require that you first select a pressure-sensitive tool from the application tool palette. To adjust tip feel, see adjusting tip feel and double-click.

Visit the Wacom website to learn about applications that support pressure. See product information.

## DRAWING WITH TILT

The Cintiq recognizes when you tilt the pen from vertical to incline positions. Tilt can be used to control line shape and thickness in supported applications.

Visit the Wacom website to learn about applications that support tilt. See product information.

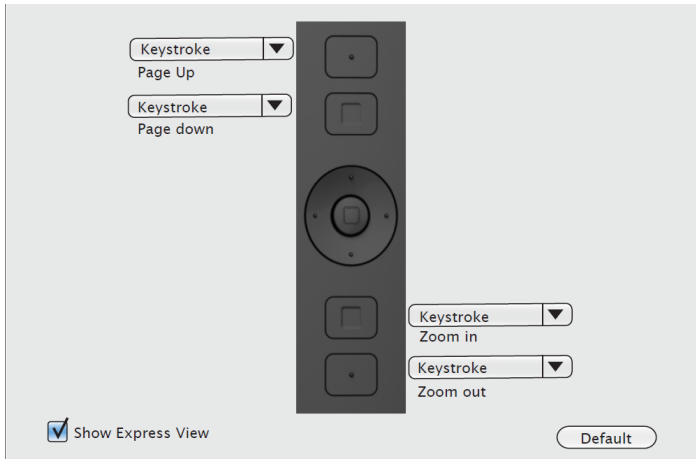
# EXPRESSKEYS, ROCKER RING, AND CENTER BUTTON

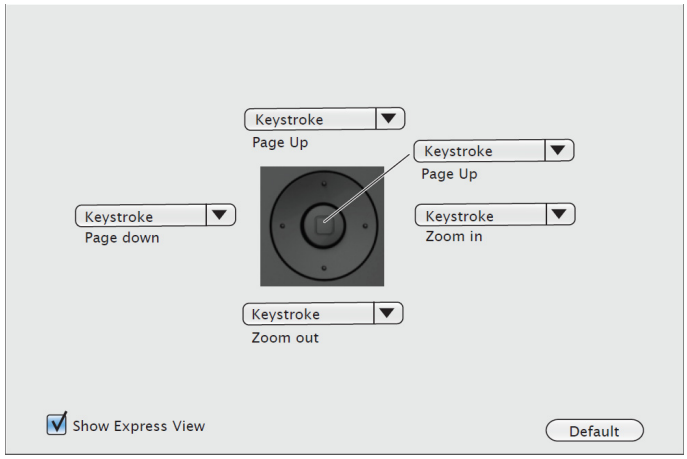
You can use the ExpressKeys, Rocker Ring and Center Button to perform frequently used functions or keystrokes, or to modify your pen or other input tool properties as you work.

The four positions of the Rocker Ring (left, right, top and bottom) can be set and used just like ExpressKeys. The Center Button can be programmed to perform a specific function. For example, you can:

- Set a key to a commonly used keyboard shortcut, file or application.
- If you cannot, or prefer not to, use the side switches on your pen, you can set a key to right-click or double-click.
- Choose from any of the other available functions. See Customizing the ExpressKeys for details.

Default settings for ExpressKeys, Rocker Ring and Center Button are shown below. Right-handed configuration is shown. For left-handed configuration, the ExpressKey settings are swapped (or flipped) from left to right.




Important: Some applications can override and control the ExpressKey or Rocker Ring functions. For details, see using applications integrated for tablet control.

# THE MULTI-TOUCH FEATURE

Your Cintiq Companion Hybrid provides interactive multi-touch functions, which enable you to interact with a computer using only your fingertips on the pen display screen surface.

You can use touch on the pen display as you would on any other Mac, Windows or Android device.

For Windows and Mac gestures, refer to the Wacom Gesture Guide at www.wacom.com/en/support/manuals.

For Android gestures, see http://developer.android.com/design/patterns/gestures.html. This site also provides descriptions of Android settings, navigation, notifications, and related functions.

Some settings to customize touch are only available when working in Desktop Mode. These exceptions are noted in the descriptions.

- When using touch, you can generally position your fingers as far apart as is comfortable. However, placing your fingers too close together may be interpreted by the pen display as input from a single finger, or it may confuse which finger initiated or performed an action or gesture. Your fingers must remain within the active area of the screen surface.
- Experiment with touch to see what works best for you. Take care to prevent accidental touches on the display screen when making gestures. For example, if your small finger touches the display screen surface when zooming or scrolling, you may trigger an unanticipated right-click.

Note: For product models that support both pen and multi-touch, you can simultaneously work with the pen and touch in supporting applications. The pen has priority over touch whenever the pen tip is within proximity of the pen display screen. Lift the pen and your hand away from the display screen surface to enable touch.

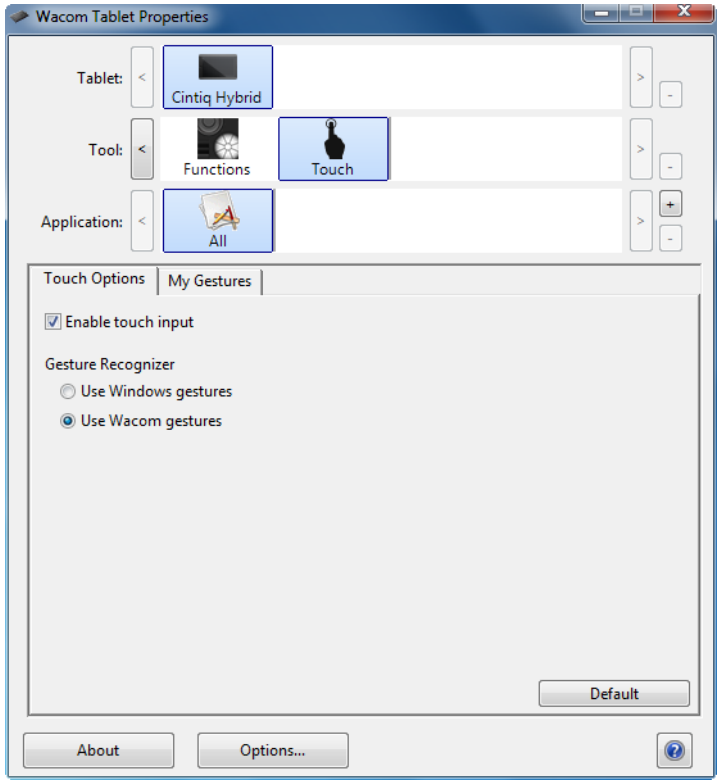
Selecting multi-touch
Customizing multi-touch
Testing multi-touch

## SELECTING MULTI-TOUCH

Touch can be enabled or disabled in Desktop Mode, or assigned to an ExpressKey. Touch can also be enabled in the TOUCH OPTIONS or STANDARD GESTURES tab from the Wacom Tablet control panel.

Touch is always enabled in Mobile Mode. However, if the pen tip is within the proximity area of the screen (approximately 5 millimeters, or 0.20 inch), touch is disabled as long as the pen tip in within proximity.

You can also customize touch functions with the ExpressKeys, Rocker Ring, and Center Button. See Pen features.




Notes:

- Two-finger actions and gestures apply primarily to the Mac.
- Although some gestures may be similar, Windows systems use the Windows standard two-finger gestures by default. For a consistent experience across applications, select the USE WACOM gestures option in the Wacom Tablet control panel TOUCH OPTIONS tab.

# CUSTOMIZING MULTI-TOUCH

In Desktop Mode, you can use the Wacom Tablet control panel to customize your product for the way you like to use multi-touch. Select the TOUCH icon in the TOOL list. Then select an appropriate tab to customize, and change settings using the available options. See also selecting multi-touch.

Control panel overview
Setting multi-touch options
Application-specific settings
Working with multiple monitors

# SETTING MULTI-TOUCH OPTIONS

In Desktop Mode, you can set your Cintiq for touch by selecting the STANDARD GESTURES tab on a Mac, or the TOUCH OPTIONS or MY GESTURES tab in Windows 8 or Windows 7.

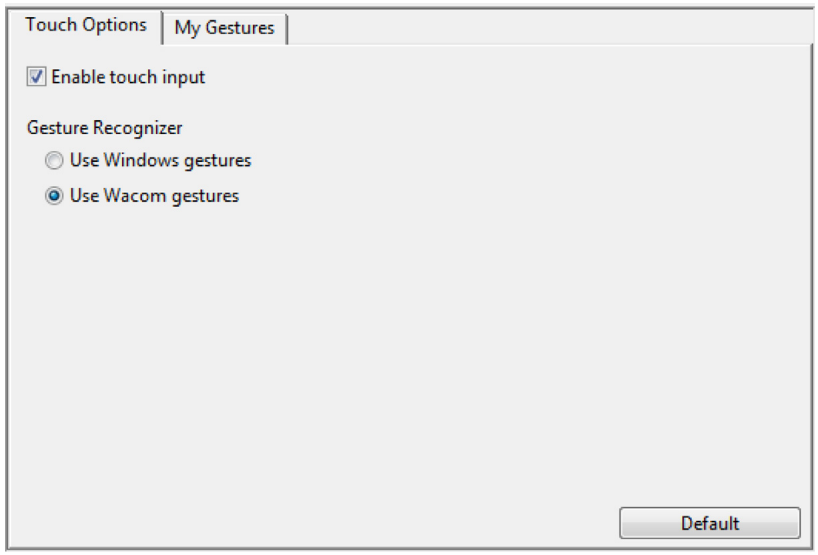
In Windows 8 or Windows 7:

Enable touch by clicking the box.

Choose an option to use Windows standard gestures or Wacom gestures. The default is to use Windows gestures.

This is a global option and will apply to all of your applications.

Tip: Choose USE WACOM GESTURES for a consistent touch experience across applications.




On the two tabs below, position the screen cursor over a touch option to see a static image of that function.

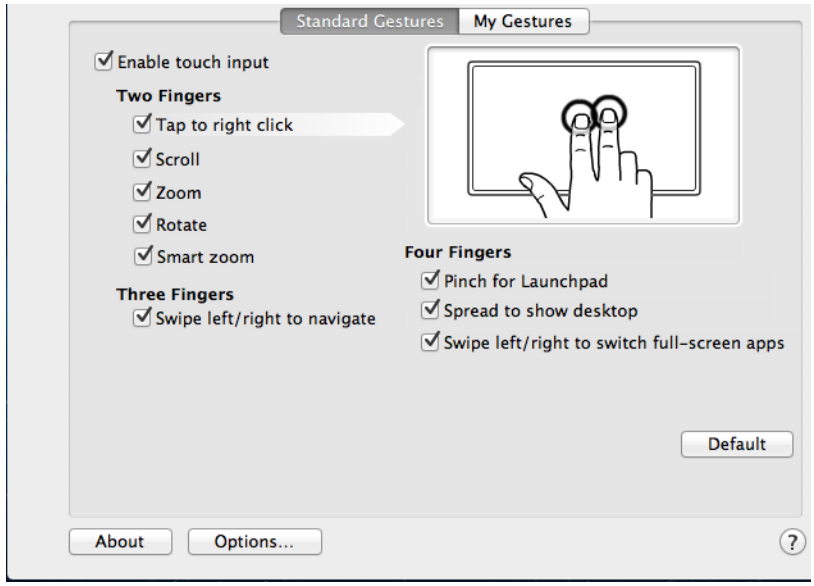
If you do not choose a specific option to view, the control panel will display each option sequentially, from top to bottom. Available options may vary, depending on your operating system and version.

See also selecting multi-touch and customizing multi-touch.

You can create custom touch gestures by selecting the MY GESTURES tab.

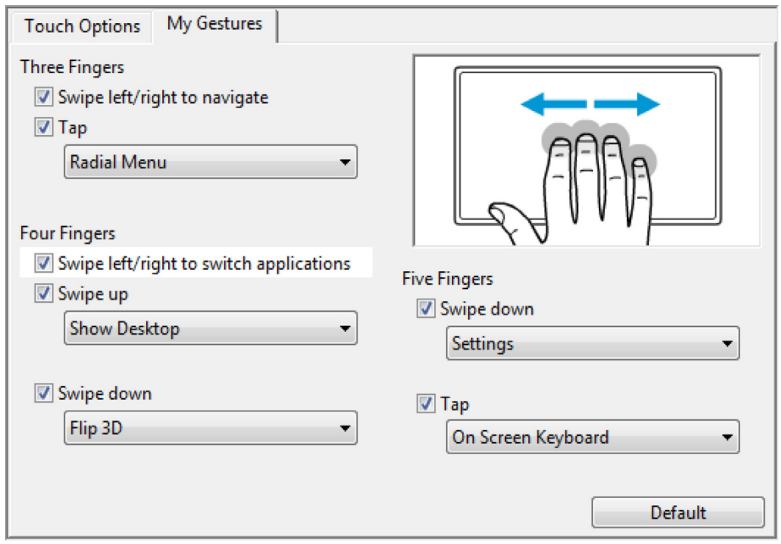
On a Mac: Enable touch by clicking the box.

So that you can work in different ways, some functions (such as a right-click) can be performed using different actions or gestures.




In Windows: The MY GESTURES tab is visible if you select the USE WACOM GESTURES option in the TOUCH OPTIONS tab.

Multi-touch gestures are modified based on your selection from the drop-down menus, and are available when selected.



## TESTING MULTI-TOUCH

If you encounter problems with multi-touch:

1. Make sure the Cintiq is powered on.
2. Check the assigned touch functions or reset them to their default conditions.
3. Attempt to move the screen cursor by touching your finger in different places on the display screen surface. Touch to select an item.
4. If you are in Desktop Mode, open the Wacom Tablet control panel and click on the ABOUT button. In the dialog box that appears, click DIAGNOSE... The DIAGNOSTICS dialog box shows dynamic information about the pen display and tools, and appropriate information for touch-sensitive product models.

When you are done, click the CLOSE button to exit the dialog box.

# WORKING WITH MULTIPLE MONITORS

When working with Cintiq and additional monitors on the same system, the screen cursor movement on the standard monitors will be affected by your system configuration, and on the hardware specifications of the monitor you are using.

If a second monitor is connected in mirror mode, both the Cintiq and the other monitor will show identical images and screen cursor movement.

If you are using the Cintiq with other monitors in extended monitor mode, you have several options for navigating on the other monitors:

- Set an ExpressKey, Rocker Ring or pen side switch to the DISPLAY TOGGLE function. You can then press the button to toggle the screen cursor between the Cintiq and your other displays.

  For example, the Cintiq can be used as a pen display where the screen cursor is positioned at the pen tip location on the screen. Display Toggle enables you to use the Cintiq as a standard Wacom tablet so the screen cursor can be moved across the entire desktop or additional displays.

- Set a pen side switch or an ExpressKey to MODE TOGGLE. You can then quickly switch between pen mode for working on the Cintiq and mouse mode for working on another monitor.

You can also purchase an Intuos tablet and use it to work on the other monitors in pen mode. The pen will work on both the Cintiq and the tablet.

## WACOM DISPLAY SETTINGS

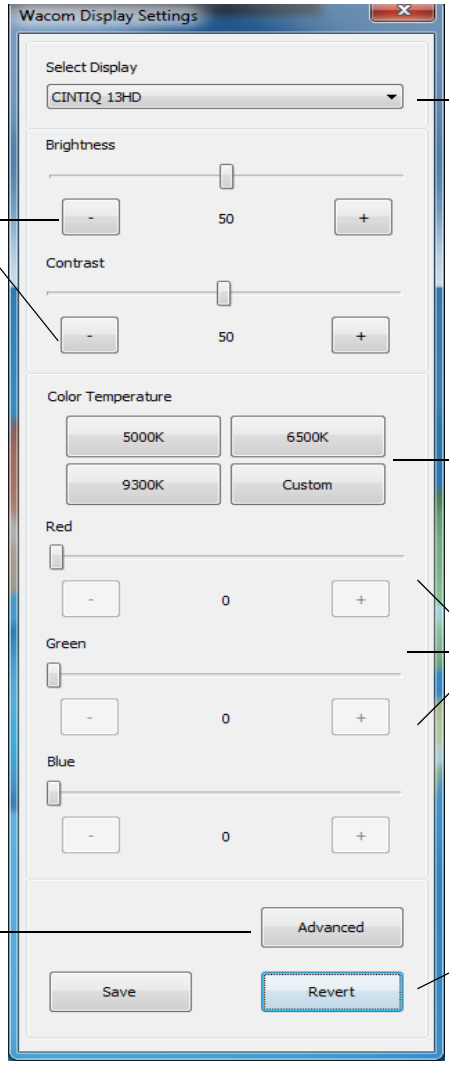
In Desktop mode, the Wacom Display Settings software utility allows you to optimize a variety of Cintiq display settings for Windows 8, Window 7, or Mac. You can customize these settings from DISPLAY in the Wacom Desktop Center.

You can also access the settings in the Wacom control panel:

Windows 8: From the Windows 8 Start screen, click the WACOM TABLET PROPERTIES tile. If you are using the Windows 8 Classic Desktop, press the Windows key on your keyboard, or select the Windows icon in the Charms bar, to access the Start screen.

Windows 7: Click on the START menu choose ALL PROGRAMS, click WACOM TABLET and then WACOM DISPLAY SETTINGS option.

Mac: Open SYSTEM PREFERENCES from the Apple menu or from the APPLICATIONS folder, then click on the WACOM TABLET icon.




Allows you to choose a display if you are working with more than one Cintiq.

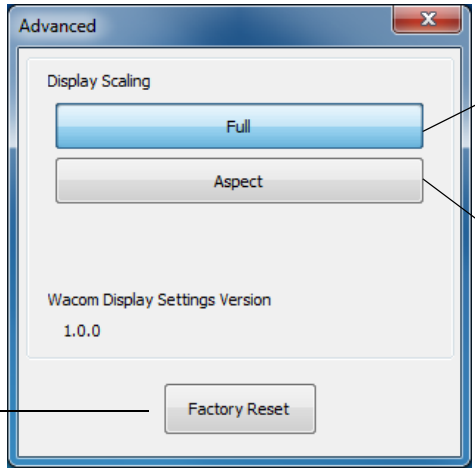
Adjusts pen display brightness and contrast.

Enables you to adjust the Cintiq color temperature, in degrees Kelvin. The default is 6500K.

Independently adjusts the red, blue, and green color values. Changes you manually make to the color settings will override the color profile settings.

Displays the Advanced dialog.

Resets Wacom Display Settings choices to their previous settings.




Resizes the image to fill the whole screen.

Resizes the image to fill as much of the screen as possible while maintaining the correct aspect ratio.

Returns the display parameters of the current mode to their factory default settings.

# CUSTOMIZING YOUR CINTIQ

In Desktop Mode, you can customize your Cintiq and adjust input tool settings.

Advanced users can learn how to further optimize the Cintiq by creating application-specific settings.

Control panel overview
Calibrating the Cintiq
Customizing the pen
Customizing the ExpressKeys
Customizing the Rocker Ring and Center Button
Button functions
Using and customizing the Radial Menu
Working with Display Toggle
Application-specific settings
Working with multiple tools
Renaming the tablet in the tablet list

# MANAGING YOUR CONTROL PANEL SETTINGS

You can begin customizing the Cintiq after opening the control panel. See control panel overview.

User-specific preferences are supported. After logging on, each user can customize their personal settings in the Wacom Tablet control panel. Switching to another user will load the settings for that user.

# EXPRESS VIEW AND SETTINGS

Express View displays the setting of any ExpressKey, Rocker Ring button, or the Center Button. When Express View is enabled and you click any key, you will see the setting for that key appear in the upper left corner of the screen. The Express View display closes approximately 1 second after you release the ExpressKey.

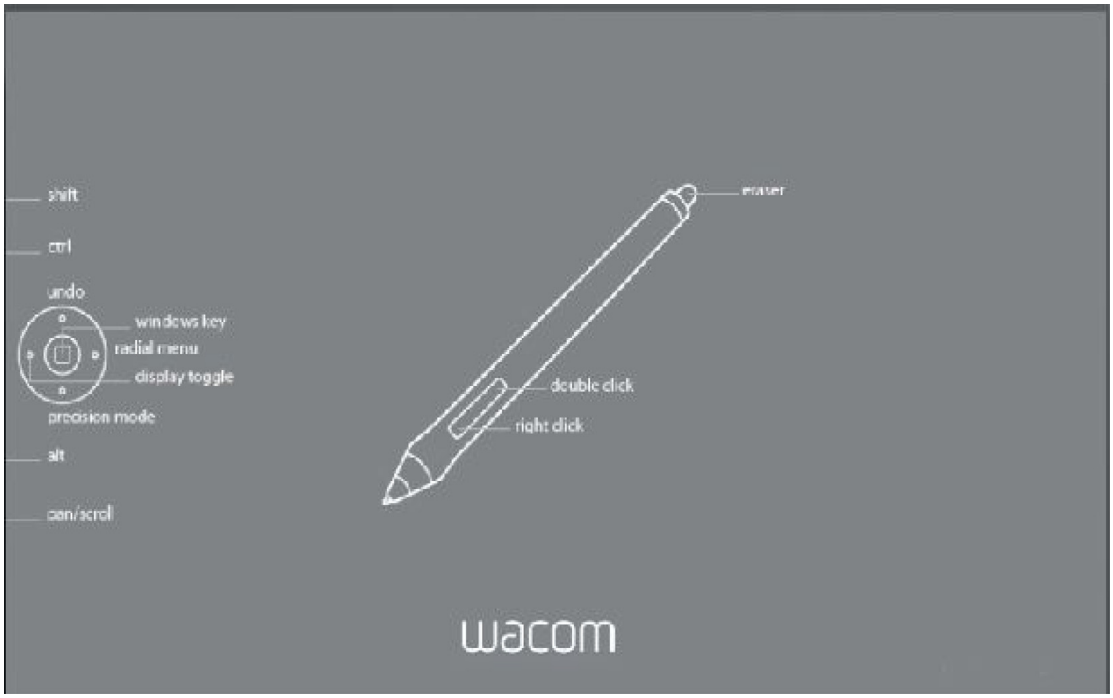
The Settings screen, which displays all the settings for ExpressKeys, Rocker Ring, Center Button, and pen, will display when you click a key assigned to the SETTINGS option. This screen will also display an icon that indicates whether Touch is On or Off. You also change the settings from this screen by tapping the item you want to change with your pen or finger. This will open the appropriate panel on the Control Panel and you can change the setting there.

To enable Express View:

1. Check the SHOW EXPRESS VIEW checkbox on the ExpressKeys or Rocker Ring tab of the control panel.
2. Press any ExpressKey or Rocker Ring button to see its setting in the upper left corner of the screen.

To use Settings:

1. Assign the SETTINGS function to one of the ExpressKeys or Rocker Ring buttons.
2. To see the settings for all ExpressKeys, Rocker Ring buttons, pen, and touch, click the key assigned to SETTINGS.
3. To change a setting, tap the item you want to change to open the Control Panel, then select the new setting for that item.
4. To disable SETTINGS, make sure that the SETTINGS function is not assigned to any of the ExpressKeys or Rocker Ring buttons.




# CONTROL PANEL OVERVIEW

When you are working in Desktop Mode, you can use the Wacom Tablet control panel to customize your Cintiq and your pen. When you open the control panel, an icon for the pen or other input tool is displayed in the TOOL list. The appropriate tabs are displayed.

To open the Control Panel:

Windows 8: From the Windows 8 Start screen, click the WACOM TABLET PROPERTIES tile. If you are using the Windows 8 Classic Desktop, press the Windows key on your keyboard, or select the Windows icon in the Charms bar, to access the Start screen.

Windows 7: Click on the Windows START button and choose ALL PROGRAMS, then select WACOM TABLET and choose the WACOM TABLET PROPERTIES option.

Macintosh: Open SYSTEM PREFERENCES from the Apple menu or from the APPLICATIONS folder, then click on the WACOM TABLET icon.

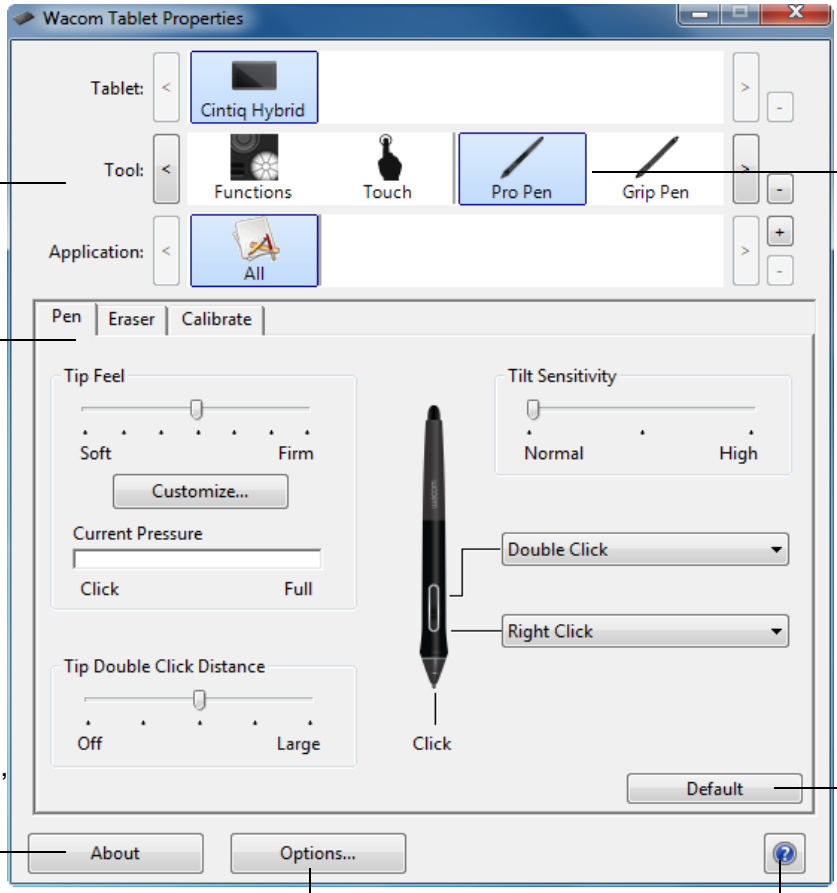
Note: After logging in, each user can customize their personal settings in the Wacom Tablet control panel. Switching to another user will automatically load the settings for that user.

Icons represent your pen display (TABLET), TOOL, and APPLICATION settings.

Choose FUNCTIONS to customize the ExpressKey and Radial Menu settings. Display Toggle options are available on multiple monitor systems.

Choose PRO PEN to customize the pen settings. The icon is available after you have used a pen on the pen display.

Tabs display customizable settings for the selected TOOL




Displays information dialog, and option to DIAGNOSE... your product.

Resets the selected tab to its default settings.

Displays Advanced options

Downloads or displays this manual.

Tool Tips are available for most control panel items. Position the screen cursor over an item and let it rest there. The appropriate Tool Tip will pop up in a few moments.

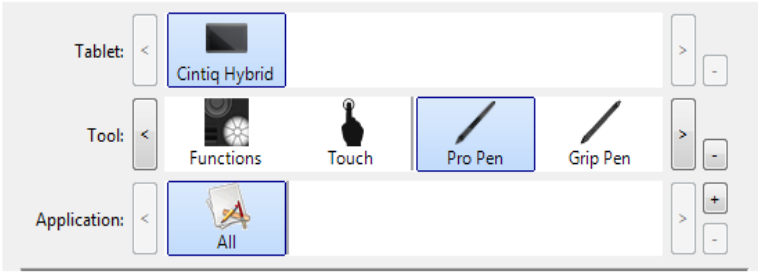
Your keyboard tab and arrow keys can also be used to navigate the control panel.

Control panel lists and tabs: The control panel TABLET, TOOL, and APPLICATION lists allow you to select the display, tablet, tool, or application for which you want to change settings.

The TABLET list displays an icon for any supported pen display or tablet that has been installed on your system and is currently connected. All settings shown below the list apply to the selected pen display or tablet.

- The control panel will not launch unless a supported pen display or tablet is connected to the computer.
- Settings can only be viewed or changed for an attached pen display or tablet.
- A pen display or tablet cannot be deleted from the control panel list unless it is attached to the computer.

See also installing multiple tablets and renaming the tablet in the tablet list.




Current selections are highlighted.

The TOOL list displays icons for the Cintiq FUNCTIONS and for the different tools that have been used.

To customize settings for a tool, click on its icon in the TOOL list. The appropriate tabs will be displayed. See customizing the expresskeys and customizing the pen.

Note: The pen will be automatically added to the TOOL list when first used on the Cintiq, and functions using the default settings.

See also working with multiple tools.

Use the APPLICATION list to define TOOL settings that apply only to a specific application. See application-specific settings.

Note: The APPLICATION list is optional. It is not necessary to select or add applications in order to customize your tool(s).

## CUSTOMIZING CINTIQ FUNCTIONS

To customize the interactive Cintiq, open the Wacom Tablet control panel and select the FUNCTIONS icon in the TOOL list. Select a tab to customize, and change settings using the available options.

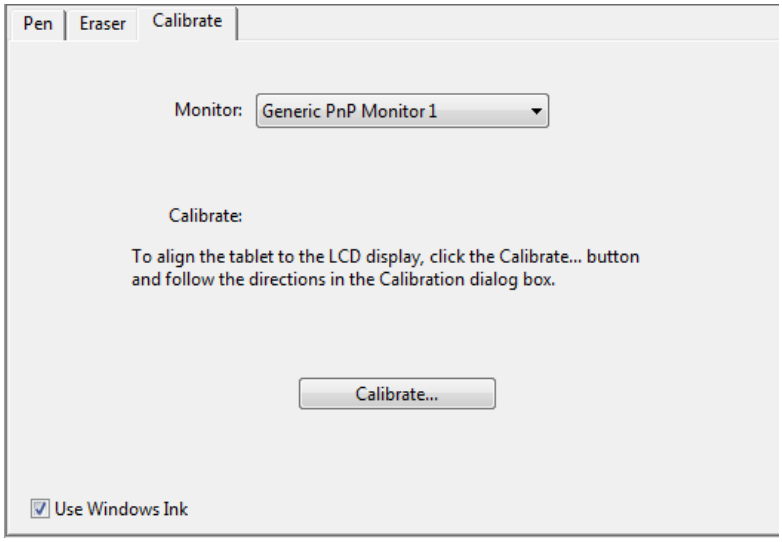
To customize, make changes to the tab controls. Experiment with different settings to find what works best for you. Any changes you make will take effect immediately. Click DEFAULT to return to the factory settings.

# CALIBRATING THE CINTIQ

For optimum performance, you must calibrate the Cintiq to align the screen cursor with the position of the pen on the screen. This is required to compensate for viewing angle, and to adjust for parallax. Place the Cintiq in its working position, then follow this procedure.

1. Open the Wacom Tablet control panel.

   If more than one tablet or pen display is installed on your system, select the pen display you are working with from the TABLET list.
2. Select PRO PEN from the TOOL list. Then select the CALIBRATE tab.
3. If you are working with multiple monitors, select the MONITOR corresponding to your Cintiq. Only monitors that are set to one of the resolutions supported by the Cintiq will appear in the list.
4. Click CALIBRATE... to activate the calibration screen.
5. Hold the pen and position yourself as you normally do when working with the Cintiq. Use the pen tip to click on the center of the crosshairs in the upper-left corner.
6. Then click on the center of the crosshairs that are displayed in the upper-right, lower left, and lower right corners.
7. Test the alignment by positioning the pen at a few different points on the display. Click OK to accept the calibration. Click TRY AGAIN to recalibrate.

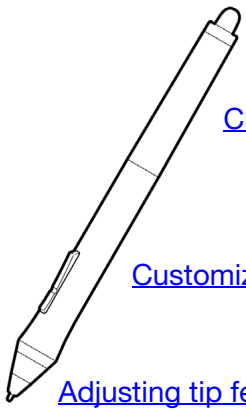



To make sure that Windows Ink features are available and function correctly when you work with your pen in Windows applications such as MS Office, click the USE WINDOWS INK checkbox.

Tip: To see the screen cursor slightly offset from the actual position of the pen tip, calibrate by clicking on a spot showing that offset from the crosshairs. For example, to have the screen cursor appear 2.5 mm (1/10th of an inch) above and to the left of the pen tip, calibrate by clicking on a spot 2.5 mm (1/10th of an inch) below and to the right of the crosshairs.

# CUSTOMIZING THE PEN

Use the pen when opening the Wacom Tablet control panel. The pen will be selected in the TOOL list and the appropriate tabs will be displayed. If not selected, choose the pen from the TOOL list. Select a tab and choose from the available options.



Adjusting eraser feel

Customizing tilt sensitivity

Customizing pen buttons

Adjusting tip feel and double-click

Advanced tip and eraser pressure settings

Application-specific settings

Wacom offers a number of optional pens, such as the Art Pen and Airbrush, that are compatible for use with the Cintiq.

- The Art Pen features a pressure-sensitive tip and eraser, as well as sensitivity to tilt and rotation. Rotating the barrel in supporting applications creates a unique effect.
- The Airbrush is a true digital airbrush. It features a pressure-sensitive tip and eraser, tilt sensitivity, and a fingerwheel to control the application of digital paint.

These tools are fully supported in the Wacom driver software. They will appear in the TOOL list of the Wacom Tablet control panel after you touch the Cintiq's screen with the tip of the tool. The control panel will update to show the new tool and the options available for customization.

In supporting applications you can adjust the functionality of the Art Pen rotation or the Airbrush fingerwheel within the application. See the documentation that came with your application for details.

To learn more about these and other optional tools that can be used with Cintiq, visit the Wacom web site for your region. You can also learn about applications that currently support the advanced features of these tools, and find out how to order additional pens.

# ADJUSTING TIP FEEL AND DOUBLE-CLICK

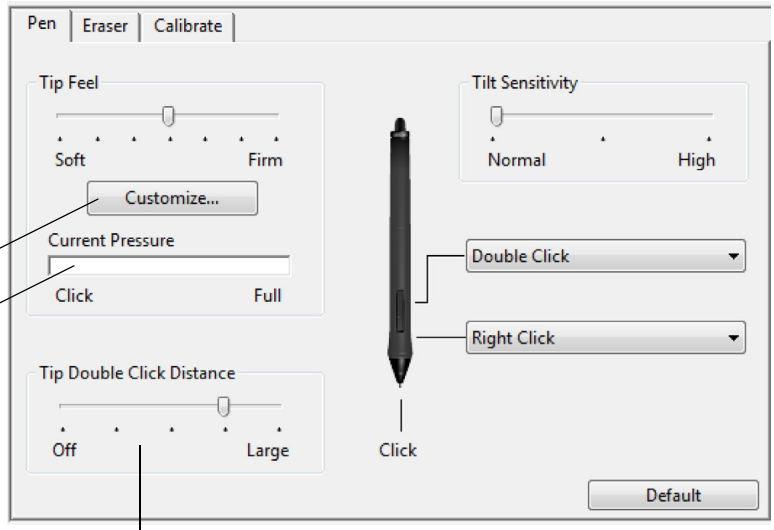
To adjust the tip sensitivity of your pen, select the PEN tab.

Customizes the amount of pressure needed to click, draw, or ink.

To create broad brush strokes or to click with a light touch, use a SOFT tip setting. For maximum control while drawing thin lines, use a FIRM tip setting.

Click to further customize the tip sensitivity.

With your screen cursor positioned over an empty area of the control panel, press down on the pen screen with your pen tip. Use the pressure bar to determine how hard you must press on the pen to reach maximum pressure.




Adjusts the size of the double-click area. Drag slider to OFF if you do not want double-click assist.

Tips:

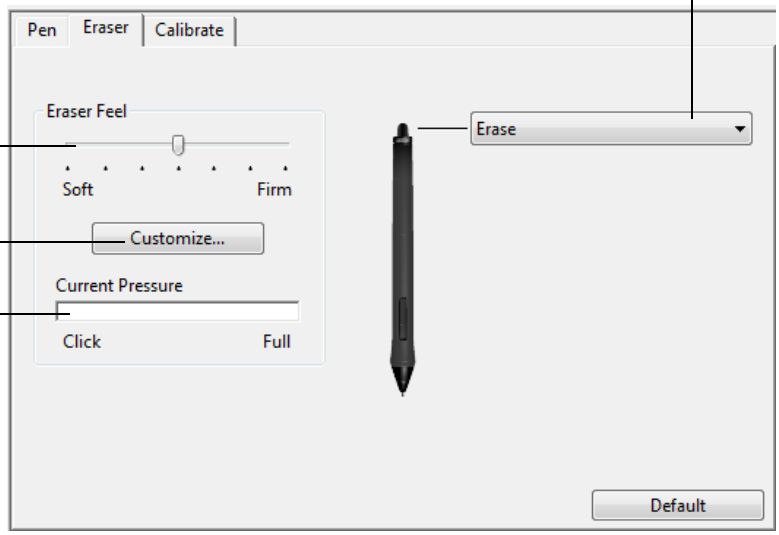
- Use a soft TIP FEEL for a wider range of pressure values in most pressure-sensitive applications.
- In some applications a soft pressure setting can make the pen overreact so that slight pressure on the pen will be magnified on the screen. If you experience this, try a firmer TIP FEEL setting.
- To make double-clicking easier, expand the tap area that accepts a double-click (the double-click distance).
- A large double-click distance may cause a delay at the beginning of brush strokes in some drawing applications. This may also cause a delay at the beginning of a drag action or inking stroke. If you notice such effects, try setting a smaller double-click distance and using the side switch to double-click. You can also set an ExpressKey to double-click.

## ADJUSTING ERASER FEEL

To adjust the eraser sensitivity of your pen, select the ERASER tab.

Select the function to perform when using the eraser.

Customizes the amount of pressure needed to erase.




Click to further customize the eraser sensitivity.

With your screen cursor positioned over an empty area of the control panel, press down on the Cintiq's screen with your pen eraser. Use the pressure bar to determine how hard you must press on the eraser to reach maximum pressure.

## ADVANCED TIP AND ERASER PRESSURE SETTINGS

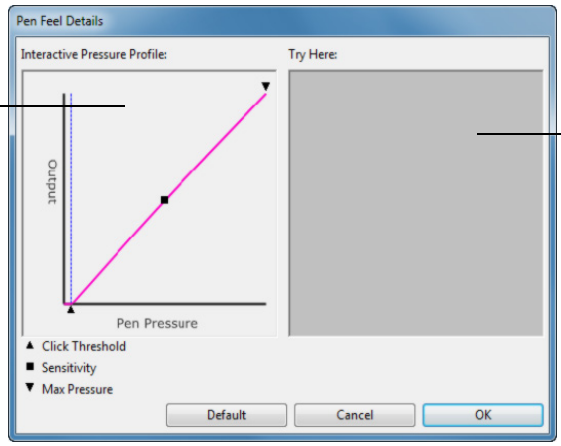
To further customize tip or eraser pressure settings, select the PEN or ERASER tab and click on the CUSTOMIZE... button. Options within the PEN FEEL DETAILS dialog box enable you to independently change the tip or eraser pressure sensitivity and click threshold settings.

Graphically displays the selected pressure sensitivity curve and click threshold settings.

Move the pressure controls to change the sensitivity curve.

- CLICK THRESHOLD determines the amount of force required to register pressure or generate a tip click.
- Use the SENSITIVITY control to change the slope of the pressure response curve.
- MAX PRESSURE determines how hard you must press the pen tip to reach maximum pressure.

A curve that increases quickly makes the pen feel more sensitive.

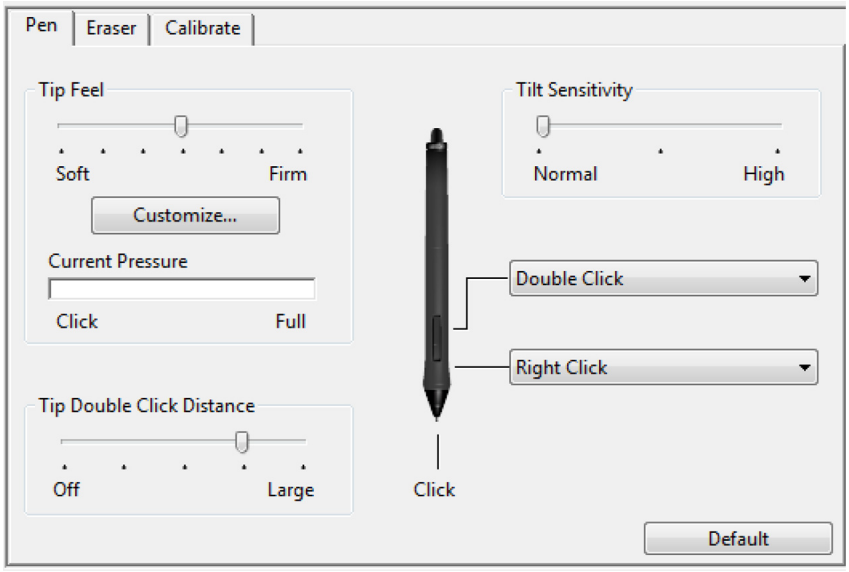



Using your pen tip or eraser, make several strokes within the box to test the results of your changes.

Important: In the PEN and ERASER tabs, these settings are adjusted simultaneously with the TIP FEEL or ERASER FEEL slider, which override the advanced pressure settings.

# CUSTOMIZING PEN BUTTONS

Select the PEN tab to change the functions assigned to the side switches and tip of your pen.




Double-click here to change the function assigned to the pen tip. The tip must be set to CLICK in order to draw in most graphics applications.

Drag to increase or decrease TILT SENSITIVITY. Test the new setting in an application that supports tilt.

The tilt setting applies to both the tip and eraser. Tilt is direction-sensitive, and can be used in some applications to control brush orientation or other characteristics.

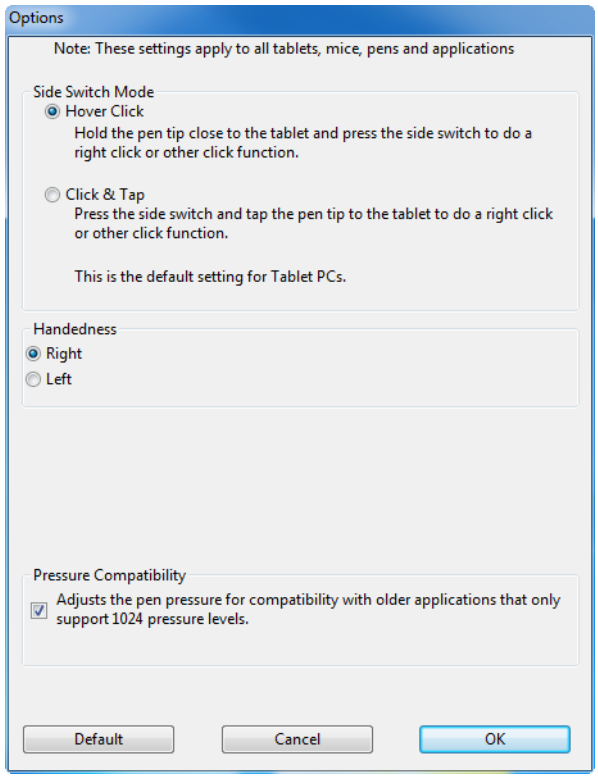
When you bring the pen tip within 5 mm (0.20 inch) of the screen surface without touching the screen and press the upper or lower side switch, the selected function occurs.

Tip: To make double-clicking easier, set the side switch to double-click automatically by selecting DOUBLE CLICK.

You can change the SIDE SWITCH MODE to fit the way you like the pen to work when using click functions.

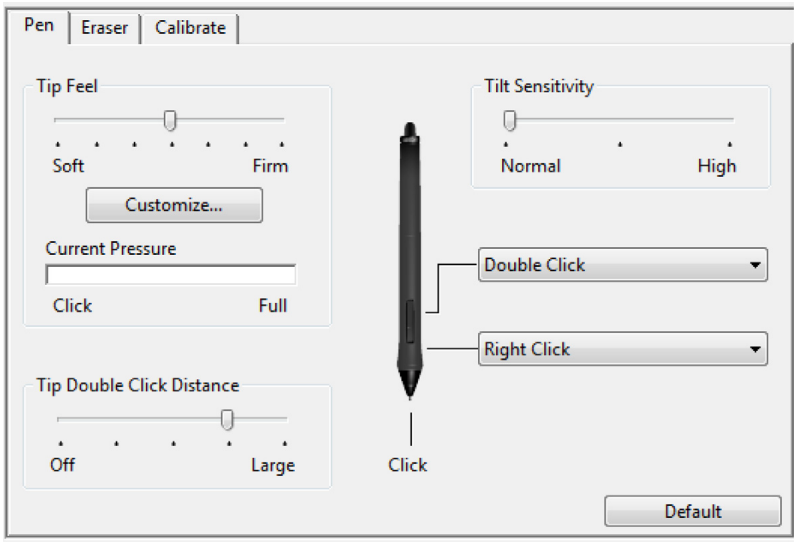
To access the SIDE SWITCH MODE settings, click on the OPTIONS... button at the bottom of the control panel. In the OPTIONS dialog box:

- Select HOVER CLICK to perform click functions without touching the pen tip to the Cintiq's screen surface.
- Select CLICK & TAP and press the side switch while touching the pen tip to the pen screen surface in order to perform a click function. CLICK & TAP enables the precise placement of your click functions, and is the default setting for Tablet PCs.
- Choose RIGHT or LEFT for right-handed or left-handed orientation. See also Configuring for handedness.
- Check the Pressure Compatibility box as needed for use with older applications that support only 1024 pressure levels.



# CUSTOMIZING TILT SENSITIVITY

To adjust the tilt sensitivity of your pen, select the PEN tab. Tilt sensitivity determines how far you have to tilt the tool to produce the maximum tilt effect. You need to tilt the pen less at high sensitivity than at low sensitivity.




Drag to increase or decrease TILT SENSITIVITY. Test the new setting in an application that supports tilt.

The tilt setting applies to both the tip and eraser of your tool.

Tilt is direction sensitive and can be used in some applications to control brush orientation or other characteristics.

Visit the Wacom website to learn about applications that currently support tilt.

# CUSTOMIZING THE EXPRESSKEYS

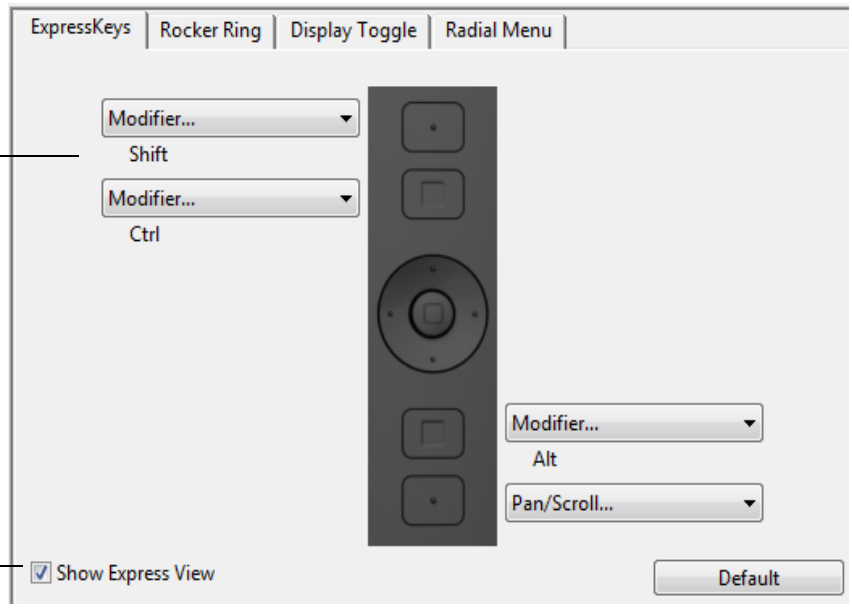
To customize the ExpressKeys, select the EXPRESSKEYS tab. Each key can be customized to perform a Display Toggle, modifier, keystroke, or other function. The default ExpressKey settings are shown below.

Choose a function to perform when the key is pressed.

ExpressKey functions can be defined for use with specific applications.

See ExpressKeys, Rocker Ring, and Center Button for more information.

Click Show Express View to toggle Express View on or off.




Important: Some applications can override and control the ExpressKey functions. For details, see using applications integrated for tablet control.

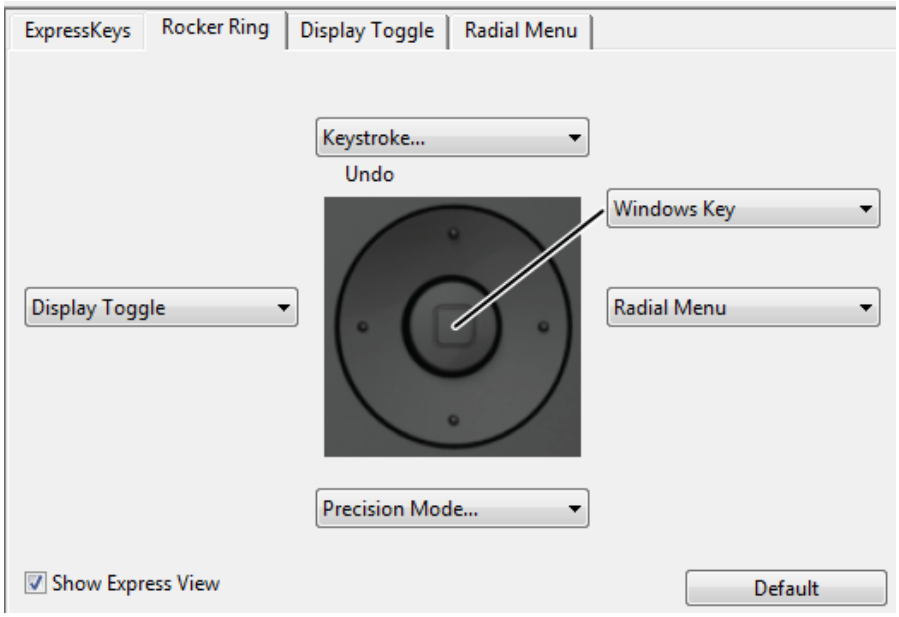
# CUSTOMIZING THE ROCKER RING AND CENTER BUTTON

To customize the Rocker Ring or Center Button, select the ROCKER RING tab. Each position on the Rocker Ring, as well as the Center Button, can be set to perform a Display Toggle, modifier, keystroke, or other function.

For Desktop mode, the default settings for the Rocker Ring buttons and Center Button are shown below.

Choose a function to perform when a Rocker Ring button or the Center Button is pressed.

These functions can be defined for use with specific applications.




# ON-SCREEN CONTROLS

In Desktop mode, these on-screen button and slider controls allow you to access frequently used functions in your applications, directly from your screen. The settings available with the on-screen controls are similar to ExpressKey and Touch Ring settings.

The two types of on-screen controls are:

- Screen Key: A single-function key that can be customized with individual settings. Screen keys are displayed in a group of eight keys called a Screen Key panel.
- Screen Touch Strip: A single strip that performs a touch action with a relative value, such as Zoom. Touch strips are created in a group of two strips called a Screen Touch Strip panel.

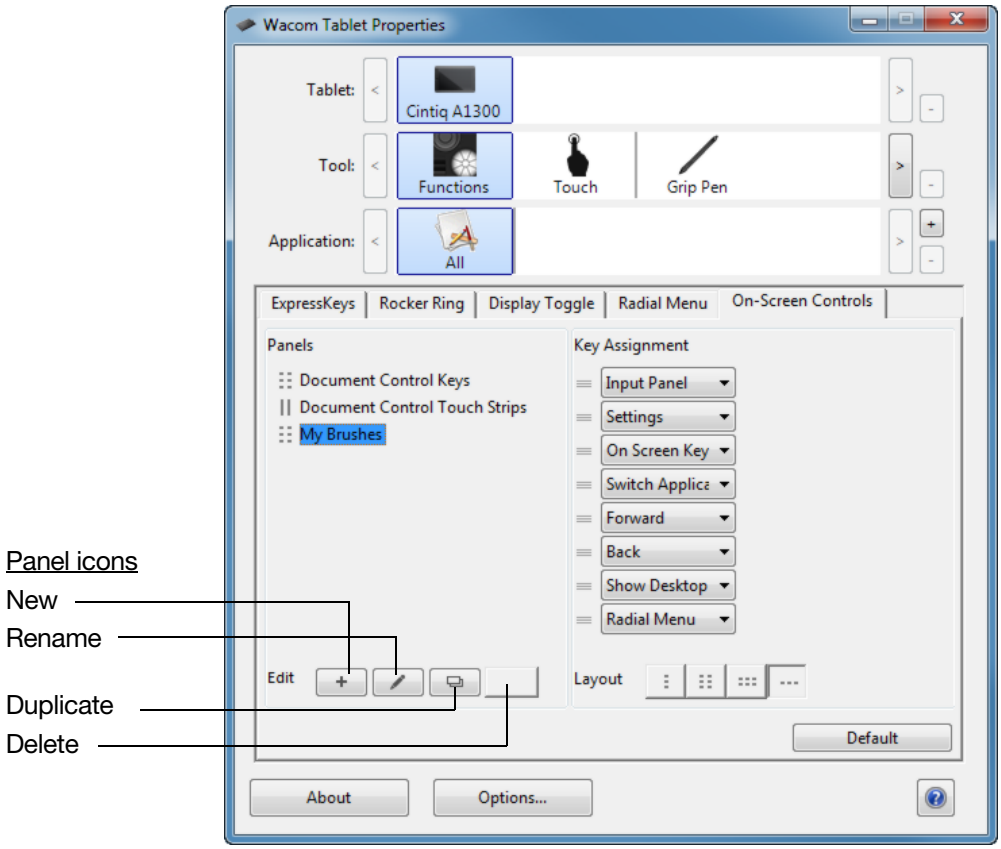
Screen Keys and Screen Touch Strips can be displayed horizontally or vertically on the screen. You can customize Screen Key panels or Screen Touch Strip panels with your preferred functions for use with a particular task or application.

The Pin icon will keep the key or touch strip open on the screen. The Wacom Control Panel icon will open the On-Screen Controls tab in the Control Panel.

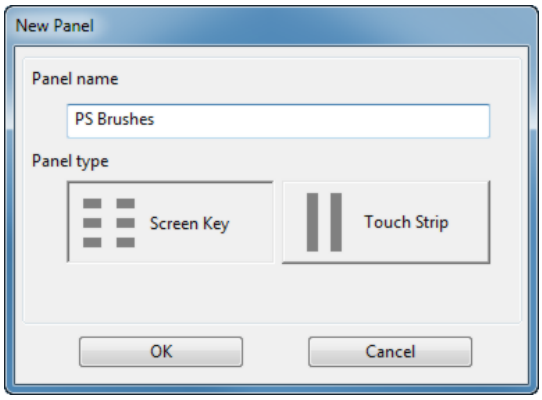
# CREATING SCREEN KEYS OR SCREEN TOUCH STRIPS

To create a new Screen Key panel or Screen Touch Strip panel:

1. Select the Functions icon from the Tools list in the Wacom Control Panel, and then the On-Screen Controls tab.



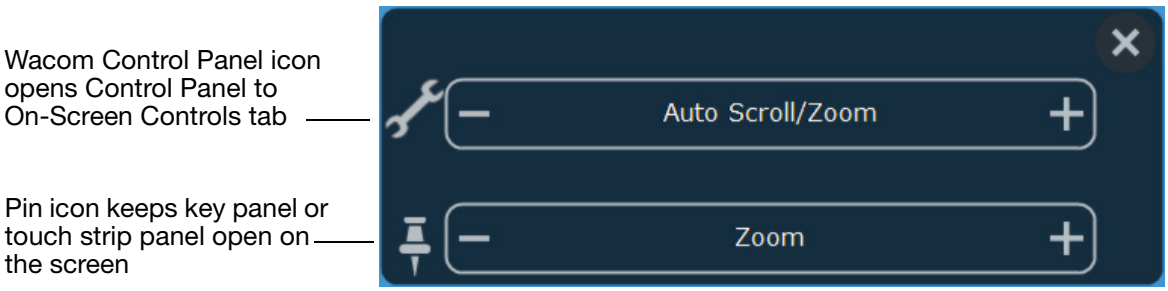

2. In the On-Screen Controls tab, select NEW. The NEW PANEL dialog box will appear.
3. Enter a name for the panel.

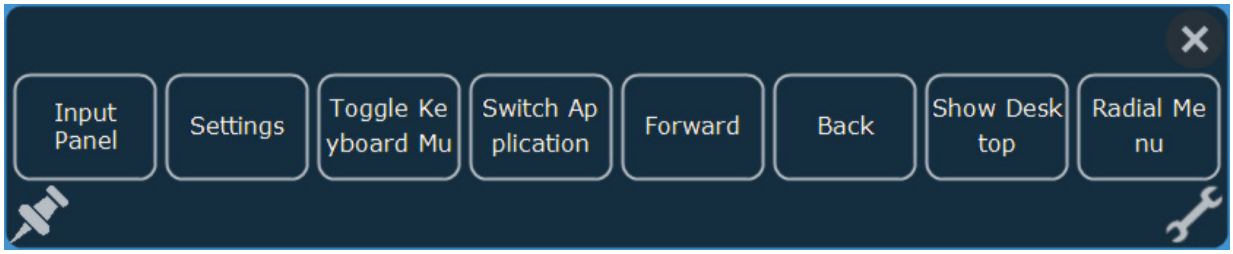



4. Click the SCREEN KEY or TOUCH STRIP icon under PANEL TYPE, then click OK. The name of the new panel will appear in the PANELS list, with an icon showing which type of panel it is.

   The default layout for a Screen Key panel is a 1 x 8 vertical strip, with one key assigned to SETTINGS (see Express View and Settings). The rest of the keys initially will be DISABLED. Screen Key panel sizes will adjust to the number of assigned keys on the panel.

The default layout for a Screen Touch Strip panel is a 4 x 2 strip with a default function of AUTO SCROLL/ ZOOM.




5. To change the layout of the Screen Key or Screen Touch Strip panel, select the icon for the panel layout you prefer In the Layout area of the tab.

## CUSTOMIZING SCREEN KEYS OR SCREEN TOUCH STRIPS

To customize a Screen Key panel:

1. Select the name of the panel in the PANELS list.
2. Select the functions for each of the keys from the dropdown menus under SCREEN KEY ASSIGNMENTS. Each key will display the function you assign to it.
3. If you select Keystroke as your assigned function, the Keystroke dialog box will open for you to enter the keystrokes. (See KEYSTROKE...)

Note: You can assign a function to as many of the eight keys as you like. However, at least one key must be assigned a function in each Screen Key panel. You cannot disable all eight keys. A panel must have at least one enabled control to be displayed on the screen.

To customize a Screen Touch Strip panel:

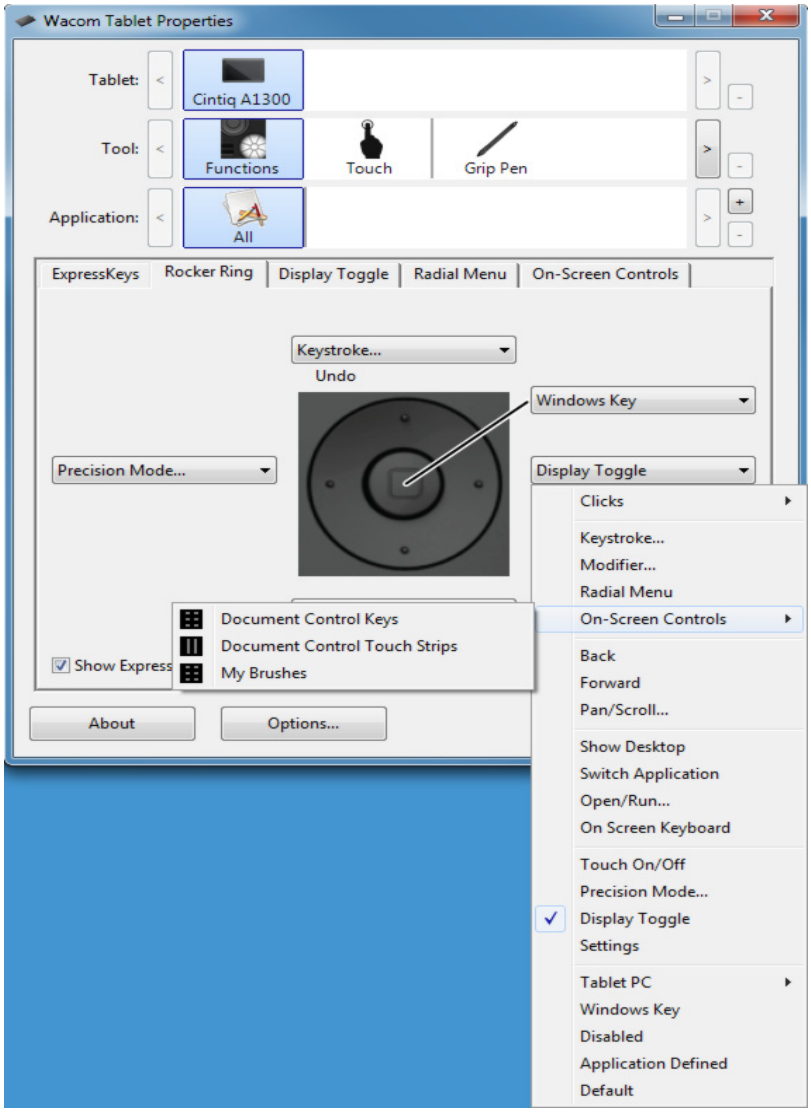
1. Select the name of the panel in the PANELS list.
2. Select the functions for each of the two strips from the dropdown menus under SCREEN TOUCH STRIP ASSIGNMENTS. The Screen Touch Strips will display the function you assign to them, along with the **-** and **+** indicators for the relative values of the function.

## ASSIGNING PANELS TO EXPRESSKEYS OR ROCKER RING BUTTONS

To use an on-screen control, you must first assign it to an ExpressKey or a Rocker Ring button. Pressing that key or Rocker Ring button will open the assigned on-screen control.(See ExpressKeys, Rocker Ring, and Center Button).

To assign an on-screen control:

1. Decide which ExpressKey or Rocker Ring button you want to use for the on-screen control.
2. From the appropriate tab, select the ExpressKey or Rocker Ring button.
3. Select ON-SCREEN CONTROLS from the dropdown menu for the item you have selected, and then choose the panel you want to assign to the item.


Wacom Tablet Properties
Tablet:
Cintiq A1300
Tool:
Functions
Touch
Grip Pen
Application:
All
ExpressKeys
Rocker Ring
Display Toggle
Radial Menu
On-Screen Controls
Keystroke...
Undo
Windows Key
Precision Mode...
Display Toggle
Document Control Keys
Document Control Touch Strips
My Brushes
Show Express
About
Options...
Clicks
Keystroke...
Modifier...
Radial Menu
On-Screen Controls
Back
Forward
Pan/Scroll...
Show Desktop
Switch Application
Open/Run...
On Screen Keyboard
Touch On/Off
Precision Mode...
Display Toggle
Settings
Tablet PC
Windows Key
Disabled
Application Defined
Default

## USING SCREEN KEYS OR SCREEN TOUCH STRIPS

All Screen Key and Screen Touch Strip actions can be performed using your pen, finger, or mouse.To access an on-screen control, press the associated ExpressKey or Rocker Ring button.

To use the Screen Key:

Press the key for the desired function. The panel will close after you press the key, unless you select the Pin icon to keep the panel open.

To use the Screen Touch Strip:

- To increase or decrease the value, slide your pen, finger or mouse along the touch strip.
- To incrementally increase or decrease, tap the end of the touch strip.
- To continuously increase or decrease, press and hold the end of the touch strip.

To rename an on-screen control:

1. Select the panel you want to rename from the Panels list and press the REN icon.
2. Enter the new name you want to use and click OK. The new name appears in the PANELS list.

To duplicate an on-screen control:

1. Select the panel you want to duplicate from the PANELS list and press the DUP icon.
2. Enter the new name you want to use. If that name is already in use, you will see a message asking you to select a different name.
3. Choose a new name if needed, then click OK. The new name appears in the Panels list.

To delete an on-screen control:

1. Select the panel you want to delete from the Panels list and press the DEL icon. The DELETE dialog box will show the name of the panel you selected.
2. Click OK or CANCEL.

   Note: You cannot delete a panel that is the only item in the PANELS list.

## CHANGING THE APPEARANCE OF THE ON-SCREEN CONTROLS

You can change the location and layout of the on-screen controls directly on the screen.

- Move a panel anywhere on your screen by pressing and holding down the drag bar at the top of the panel with your pen, finger or mouse. Drag it to the new position and release the drag bar.
- Change the panel to a horizontal or vertical position by clicking on the Layout icon.
- Change the order of the dropdown menus in the SCREEN KEY ASSIGNMENTS list by using the Drag icon to the left of the menu to drag the menu to a new position in the list.

## MANAGING YOUR ON-SCREEN CONTROLS

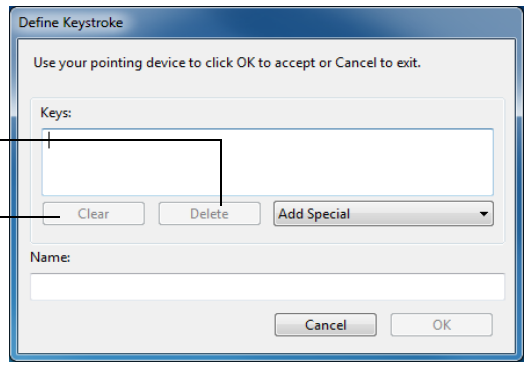
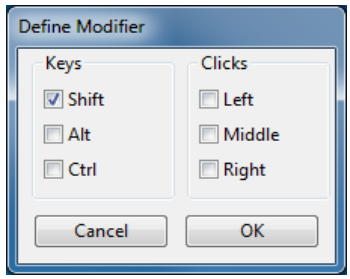
You can do the following to change the Screen Key or Screen Touch Strip panels on your screen:

- Save the panels you have created with the Backup function of the Tablet Preferences File Utility (see Managing preferences).
- Remove all panels with a user preference and return the panels to their default setting by clicking the DEFAULT button on the On-Screen Controls tab.

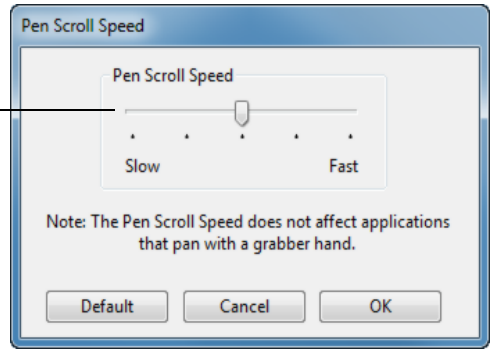
# BUTTON FUNCTIONS

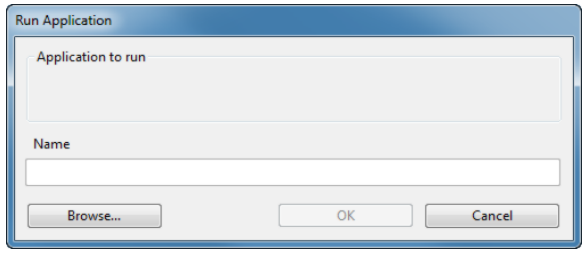
Customize the Cintiq for the way you like to work. When you are working in Desktop Mode you can simply use the Wacom Tablet control panel to change the button function that is assigned to a pen tool button, ExpressKey, or Radial Menu setting. Button function options may vary, depending on your Cintiq model. Not all options are available for all controls or Cintiq models.

| FUNCTION NAME | DESCRIPTION |
|---|---|
| CLICKS | |
| • CLICK | Simulates a primary mouse button click. Be sure at least one button performs this function so you can always navigate and click. |
| • RIGHT CLICK | Simulates a right mouse button click, which displays a context menu. |
| • MIDDLE CLICK | Simulates a middle mouse button click. |
| • DOUBLE CLICK | Simulates a double-click. For easier double-clicking, use this function instead of tapping twice with the pen tip. |
| • CLICK LOCK | Simulates holding down the primary mouse button. Press the pen button once to initiate click lock. Press the button again to release click lock. Click lock is useful for dragging objects or selecting blocks of text. |
| • 4TH CLICK | Simulates a 4th mouse button click. |
| • 5TH CLICK | Simulates a 5th mouse button click. |

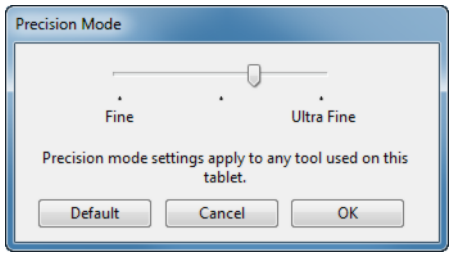
| FUNCTION NAME | DESCRIPTION |
|---|---|
| KEYSTROKE... | Enables you to simulate keystrokes. Select this option to display the DEFINE KEYSTROKE dialog box.<br>Enter a keystroke or keystroke combination in the KEYS entry box. Keystroke combinations can include letters, numbers, function keys (such as F3) and modifier keys (such as SHIFT, ALT, or CTRL for Windows, or SHIFT, OPTION, COMMAND, and CONTROL for Mac). You can also choose special keystrokes or keystroke combinations from the ADD SPECIAL drop-down menu.<br>After defining a keystroke or keystroke sequence, click OK.<br>Important: Because the ENTER (Windows) and RETURN (Mac) keys can be selected as a defined keystroke, they cannot be used to select OK. You must use your pen to click on the OK button.<br>Enter a name for the keystroke definition. The name will be displayed with the respective control or in the Radial Menu, as applicable.<br>You can create different keystroke functions for different applications. See application-specific settings.<br>Deletes the last entry in the keystroke entry box.<br>Clears the entry box.<br>  <br>To learn which keystroke shortcuts are supported by a particular application, see the documentation that came with the application. |
| MODIFIER... | Enables you to simulate modifier key(s) such as SHIFT, ALT, or CTRL for Windows, or SHIFT, OPTION, COMMAND, and CONTROL for Mac. Many applications use modifier keys to constrain the size or placement of objects.<br>Choose one or more modifier options.<br>Choose a CLICKS option to simulate pressing a button of the selected type on a mouse.<br>  |

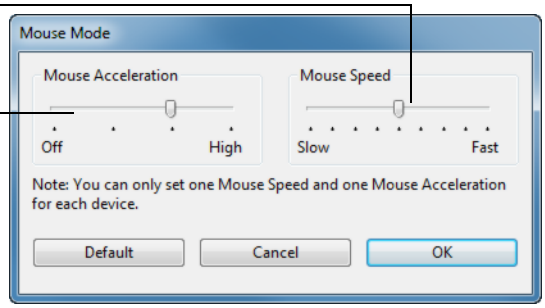
| FUNCTION NAME | DESCRIPTION |
|---|---|
| RADIAL MENU | Displays the Radial Menu on your screen. Each level of the hierarchical menu consists of eight menu slices which may contain various features and options to choose from. |
| BACK | Simulates the BACK command in browser applications. |
| FORWARD | Simulates the FORWARD command in browser applications. |
| PAN/SCROLL... | Enables you to position a document or image in any direction within the active pane. Do this by pressing a pen button set for PAN/SCROLL and then dragging with the pen tip across the Cintiq's screen.<br><br>When you select PAN/SCROLL, you are prompted to set a scrolling speed for use in applications that do not support grabber hand (pixel-level) panning.<br><br>• A slower setting reduces the scroll rate and is useful for close-up and detail work where you need precise control of the image.<br>• As you move the pen tip, the document or image is repositioned to follow the direction of pen movement on the Cintiq's screen surface.<br>• Release the button or lift the pen tip from the screen surface when you are done.<br>• In some application windows the document will precisely follow the screen cursor as you move the pen tip, while in others it will simply move in the same general direction as the screen cursor. |
| SHOW DESKTOP | Minimizes all open windows to display a clean desktop. |
| SWITCH APPLICATION | Brings up the application switching dialog box with focus on the next open application. On Windows 8, Windows 7 systems running Aero, Flip 3D will be activated with focus on the next open application. |

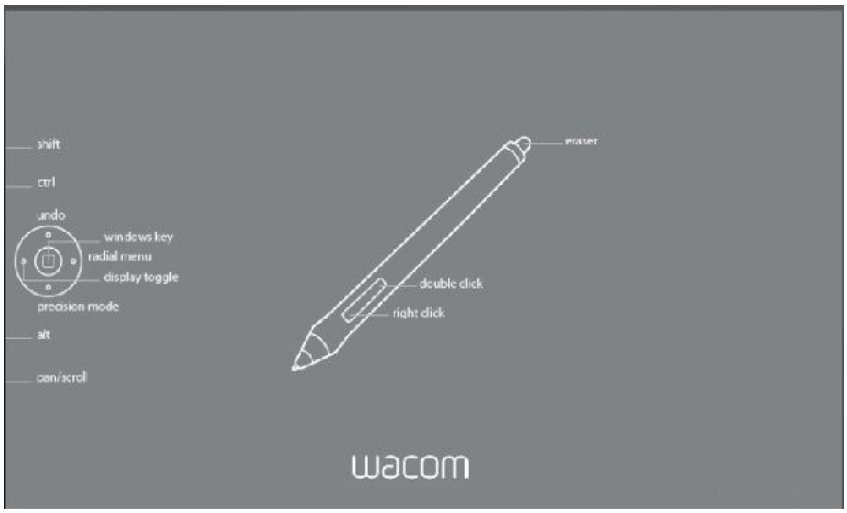


| FUNCTION NAME | DESCRIPTION |
|---|---|
| OPEN/RUN... | Opens a dialog box where you can select a specific application, file, or script to launch.<br>Click BROWSE... to locate an application, file, or script to launch. The selection you make appears in the NAME box.<br>Click OK to accept the selection.<br>  <br><br>The dialog box will close and the OPEN/RUN... option you have selected will be assigned as the pen button option. Simply press the pen button to launch the assigned option.<br>If your selection is for the Radial Menu, it will be displayed in the Radial Menu. |
| INK TOGGLE | (Mac only.) Toggles the “ink in any application” function of Ink on and off. Ink recognizes and converts your handwriting into text and inserts it into a document. Handwriting recognition must be turned on for this function to work. See your Mac help for information on working with Ink. |
| ON SCREEN KEYBOARD | Launches the on-screen keyboard when you press the button to which this function is assigned. Press the button to close the keyboard when open. |
| EXPOSÉ | (Mac only.) Tiles all open windows. To access this option, first choose KEYSTROKE... and then click on the ADD SPECIAL menu within the dialog box. |
| PRESSURE HOLD | Locks the pressure at the current pressure level until the button is released. For example, you can paint with pressure sensitivity until you reach the brush size that you like. You can then press the button and continue painting with the same size brush until the button is released. |

| FUNCTION NAME | DESCRIPTION |
|---|---|
| PRECISION MODE | Changes the mapping around the current pen tip position so that you must move the pen farther for the screen cursor to cover a specific distance on the screen. This feature can be very useful for the precise control of pen or brush strokes.<br><br>You can adjust the precision setting when assigning this function to a tool button.<br><br>To activate:<br>• For extensive use, toggle on PRECISION MODE by pressing a tool button to which the function has been assigned. Return to normal mapping by again pressing the tool button.<br>• For quick edits, press and hold a tool button to which the function has been assigned. Normal mapping returns when you release the button.<br><br>When using a tool in mouse mode, screen cursor movement is adjusted to act as if acceleration were off and speed set to slow. |
| DISPLAY TOGGLE | Available when the Cintiq is connected as part of a multiple monitor system. Enables you to toggle the screen cursor between the Cintiq and your other displays. For example: the Cintiq can be used as a pen display where the screen cursor is positioned at the pen tip location on the screen. Display Toggle enables you to cycle between pen control for the Cintiq and your other displays. This is like using the Cintiq as a standard Wacom Tablet, where the screen cursor can be moved across the entire desktop or additional displays. |



| FUNCTION NAME | DESCRIPTION |
|---|---|
| MODE TOGGLE... | Toggles between pen mode and mouse mode. When using the Cintiq on a multiple monitor system, this enables you to use your pen to control the other monitors in mouse mode.<br>When first setting a pen button to MODE TOGGLE..., the MOUSE MODE dialog box is displayed where you can adjust the mouse acceleration and speed.<br>Sets the screen cursor tracking speed when in mouse mode.<br>Sets the screen cursor acceleration when in mouse mode.<br>  <br>Mouse mode settings can be accessed from a number of different locations within the control panel. However, only one MOUSE ACCELERATION and SPEED setting can be made for each pen and application that you are customizing.<br>The mouse mode settings are independent of system settings. Changes you make to these settings in the Wacom Tablet control panel do not affect similar system settings. However, changes made to similar system settings may affect your pen display settings. |
| ERASE | Pen only. Sets a button so that when the button is pressed, the pen tip will act like the eraser in applications that support the ERASE function. Default setting for the eraser. See desktop mode. |

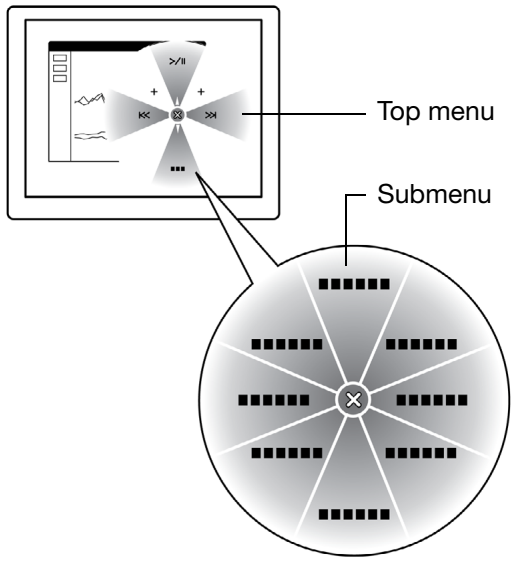
| FUNCTION NAME | DESCRIPTION |
|---|---|
| SETTINGS | Activates (on your screen) an interactive diagram of the current ExpressKey, Rocker Ring, Center Button, and pen settings. The current functions for each control are shown.<br>  <br><br>Click on any section of the diagram to change the settings or to open the appropriate Wacom Tablet control panel tab to adjust the settings.<br>Dismiss the diagram by again pressing the ExpressKey or other tool button to which this function is assigned, or by clicking anywhere outside of the diagram.<br>Settings may vary depending on your product model. |
| TABLET PC | |
| • TABLET PC INPUT PANEL | (Tablet PCs and Windows systems that support the Tablet PC Input Panel.) Opens the Tablet PC input panel when you press a tool button set to this function. |
| • JOURNAL | (Windows 8, Windows 7 and Tablet PC systems that include Microsoft Journal.) Opens Microsoft Journal. |
| • TABLET PC DEFINED | (Tablet PCs and Windows systems that support the Tablet PC Input Panel.) Sets the button function according to settings found in the Windows TABLET PC SETTINGS and PEN AND INPUT DEVICES control panels. |
| DISABLED | Disables the button function. |
| APPLICATION DEFINED | Reports only the button number to the application. This is for applications, such as CAD programs, that have built-in tablet support. |
| DEFAULT | Returns a button to its default setting. |

# USING AND CUSTOMIZING THE RADIAL MENU

The Radial Menu is a pop-up menu that provides quick access to editing, navigation, media control functions, and more when you are working in Desktop Mode.

- Set a tool button or ExpressKey to the RADIAL MENU function. Press the button to display the Radial Menu centered at the screen cursor position.
- The hierarchical Radial Menu appears in circular format. Each level of the menu consists of eight control slices which may contain various features and options to choose from.
- Click to select an option. Some selections may display a submenu for additional options.
- The menu closes after you make a selection.

  To close without making a selection, click on the 'X' located at the center of the Radial Menu or on a control slice that has no function assigned to it. You can also again press the button used to display the menu.
- To make a selection without closing the Radial Menu, hold down the button that opens the Radial Menu.

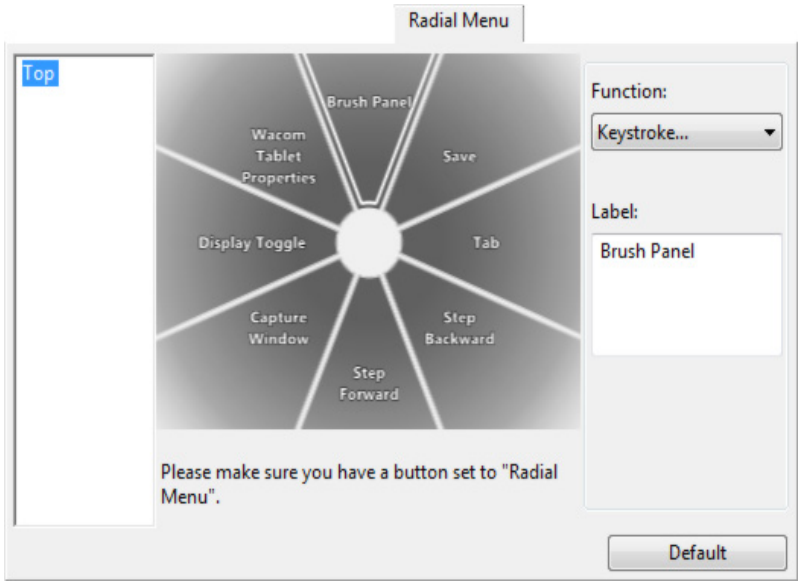



In the Wacom Tablet control panel, use the RADIAL MENU tab to customize the available Radial Menu functions.

1. Select a control slice.
2. Assign a control FUNCTION to the slice. If desired, change the LABEL name.
3. Select a menu or submenu to further customize.

Tips:

- In the FUNCTION menu, choose SUBMENU to create custom submenus for a control slice.
- Press the ENTER (RETURN) key to add multiple lines of LABEL text.



# WORKING WITH DISPLAY TOGGLE

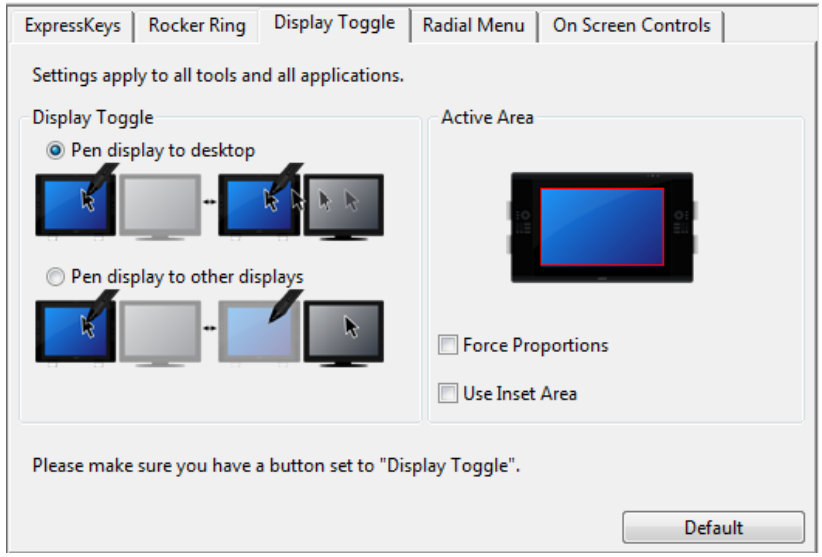
The Display Toggle feature is available only on multiple monitor systems, in Desktop Mode.

Set an ExpressKey or pen side switch to the DISPLAY TOGGLE function. Then press that button to toggle the screen cursor between the Cintiq and your other displays. For example, the Cintiq can be used as a pen display where the cursor is positioned at the pen tip location, or toggled for use as a standard Wacom Tablet where the cursor can be moved across the entire desktop of any display on your system.

Open the Wacom Tablet control panel and make sure the Cintiq is the selected TABLET. The DISPLAY TOGGLE tab will be available if the system has two or more displays. The options on this tab define how the tablet mapping is applied to each toggled display.

- PEN DISPLAY TO DESKTOP toggles the screen cursor from Cintiq to the entire system desktop. Press the button a second time to return the cursor to Cintiq.
- PEN DISPLAY TO OTHER DISPLAYS toggles the screen cursor from Cintiq to another active pen display or monitor. The cursor toggles to each connected display in turn until it returns to the Cintiq from where the initial toggle began.

Important: When using application-specific settings with Display Toggle, be sure each customized application (including ALL OTHER) has a tool button to which DISPLAY TOGGLE has been assigned. The easiest way to do this is to assign DISPLAY TOGGLE to an ExpressKey before creating any application-specific settings.




ACTIVE AREA options determine the size of the area where the pen will function on the pen display.

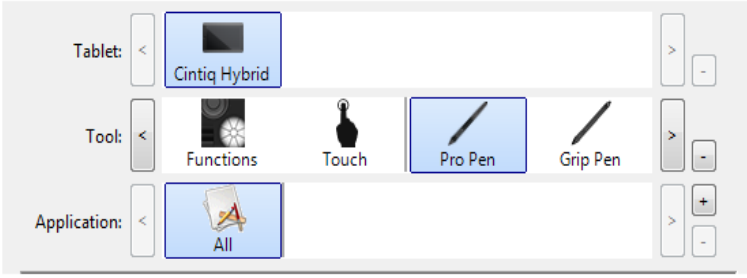
- FORCE PROPORTIONS adjusts the size of the active area to maintain correct vertical and horizontal proportions between Cintiq and the entire desktop or newly mapped-to display. Depending on your settings, some portions of the active area may no longer be usable when this option is selected. When deselected, the correct scale or proportions are not maintained. For example, drawing a circle on the pen display may create an ellipse on a mapped-to screen.
- USE INSET AREA limits the active area to a sizing of 6 x 8 inches. If FORCE PROPORTIONS is also selected, this sizing may be less. When deselected, as much of the active area as possible will be used for tablet-to-display mapping.

Your selection is shown by the red box in the ACTIVE AREA diagram.

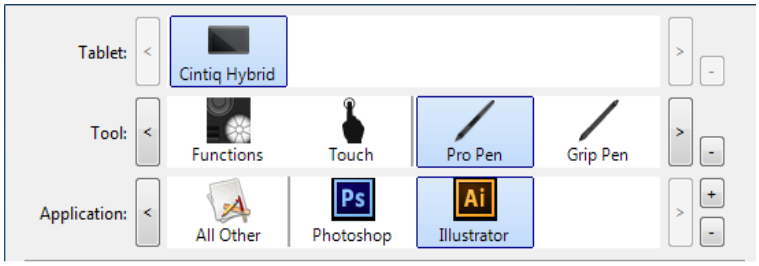
# APPLICATION-SPECIFIC SETTINGS

You can customize your tools for use with a particular application. For example, you may prefer a firm pen tip pressure setting in one application and a soft pressure setting in another. The APPLICATION list enables you to add an individual application to the list and then customize your tool settings for that application.

- When no application-specific settings have been created and a tool is selected from the TOOL list, the APPLICATION list displays the ALL icon which contains tool settings that apply to all of your applications. In the example below, no application-specific settings have been added for the PRO PEN. The ALL icon is displayed and the PRO PEN will have the same settings in all applications.




- When application-specific settings are added, the ALL icon changes to ALL OTHER and an application icon is displayed for the newly added application(s).




  In the above example, application-specific settings have been added for the PRO PEN. If you select the ALL OTHER icon and make changes to the PRO PEN settings, your changes will apply to the PRO PEN in all applications except those which you have added to the APPLICATION list. If you select an application icon and make changes to the PRO PEN settings, your changes will apply to the PRO PEN while you are using that application only.

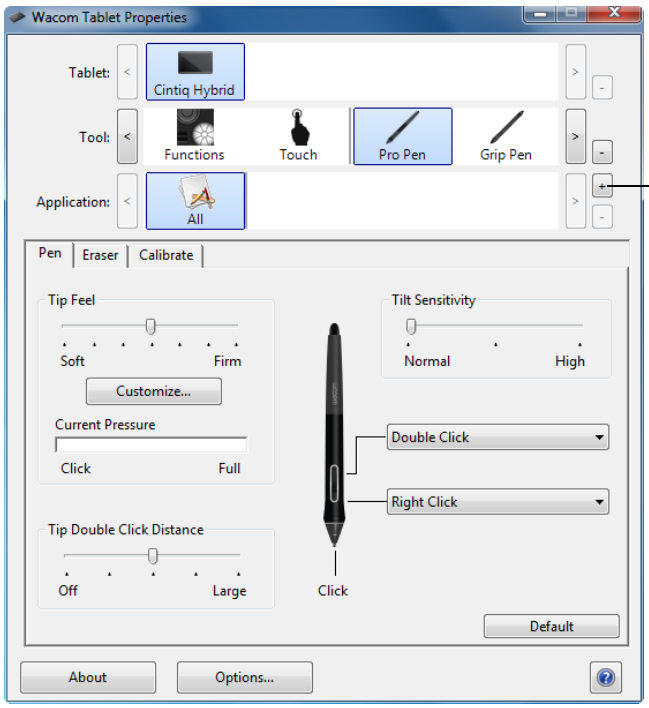
When you create application-specific settings, you are creating a separate group of settings for the selected tool and application. See the following sections for more details:

Creating an application-specific setting
Changing application-specific settings
Removing application-specific settings

Tip: To review ExpressKey, Rocker Ring, or pen function settings for the front-most application, set the ExpressKey or Rocker Ring to SETTINGS and press the key at any time.

# CREATING AN APPLICATION-SPECIFIC SETTING

First choose the product and input tool for which you want to create an application-specific setting.




Click on the APPLICATION list [ + ] button.

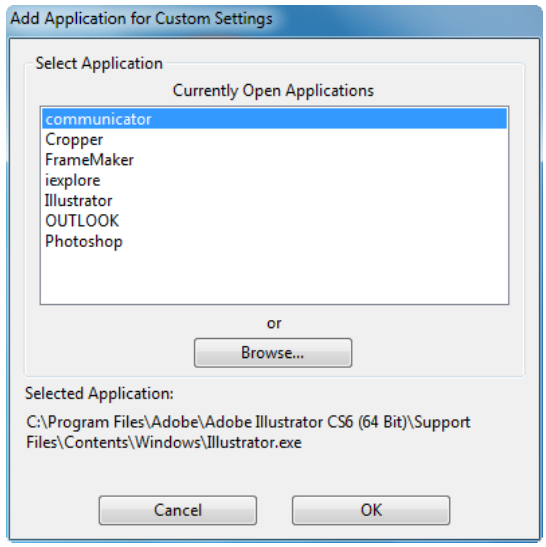
Choose a method to select an application:

- Open the application for which you want to create custom settings, and then select that application from the CURRENTLY OPEN APPLICATIONS box.
- BROWSE to select the executable file of any application installed on your computer.

The name of your selected application is displayed.

Click OK to complete the process.

Note: If two programs have the same executable file name, they will share the same customized settings.




After adding an application, its icon appears in the APPLICATION list whenever the respective tool is selected in the TOOL list. Select the application and then customize the control panel tab settings for your tool and selected application.

Once you have created application-specific settings, applications that have not been customized in this manner will use the tool settings for ALL OTHER.

Tip: First customize settings for one application. When you feel comfortable with the process, you can create more application-specific settings.

## CHANGING APPLICATION-SPECIFIC SETTINGS

To change tool settings for a specific application, select the tool and the application, and customize the tab settings.

## REMOVING APPLICATION-SPECIFIC SETTINGS

To remove an application-specific setting:

1. In the TOOL list, select the tool from which you want to remove the application-specific setting. Then, in the APPLICATION list select the application you want to remove from the list.
2. Click on the APPLICATION list [ – ] button. In the dialog box that appears, click DELETE to confirm your selection. The selected application is removed from the list, along with any custom tool settings.

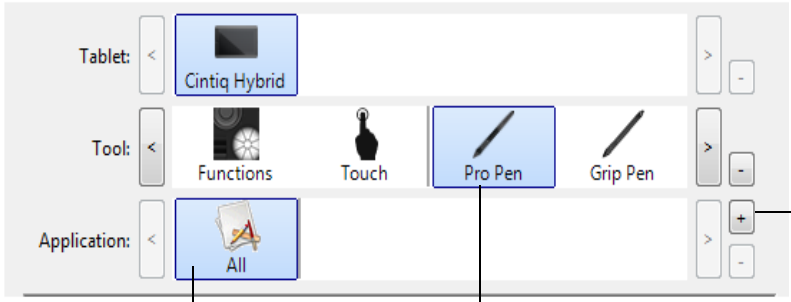
Tip: To quickly remove all application-specific settings from a single tool, remove it from the TOOL list. Then place the tool back on the list. The tool will be added back to the TOOL list using the default settings. This method cannot be used to remove custom FUNCTIONS settings.

# WORKING WITH MULTIPLE TOOLS

The Wacom Tablet control panel is designed to help you customize and keep track of the settings for your Cintiq tools. The tool you use to open the control panel is automatically selected, and the appropriate tabs for that tool are displayed.

The TOOL list displays an icon for the FUNCTIONS and tools that have been used.

If application-specific settings have not been added, APPLICATIONS displays the ALL icon. The tool settings apply to all applications.




Tab settings apply only to the selected tool and application.

Select a tool to change its settings.

Removes the selected tool.

The button is inactive when there is only one item in the list.

The FUNCTIONS icon cannot be deleted.

To add a different tool to the TOOL list, simply use the tool on your Cintiq. When you select a tool that has been added to the TOOL list, the appropriate tab settings for that tool are displayed. Any changes you make to the tab settings will then apply to the tool.

If a similar tool was previously added, the new tool will inherit the settings of the previously added tool. These settings can then be customized for the newly added tool. Identical tools will use the same settings.

To remove a selected tool from the TOOL list, click on the TOOL list [ – ] button. In the dialog box that appears, click DELETE to confirm your selection. The selected tool is removed from the list, along with any custom settings you may have created for it. A removed tool can be added back to the TOOL list by placing it back onto the pen screen.

# RENAMING THE TABLET IN THE TABLET LIST

Within the control panel TABLET list, double-click on the pen display icon, and enter a new name for the icon in the Tablet dialog box.

# TROUBLESHOOTING

The problems and solutions described in this section are applicable to the Cintiq when it is operating in Desktop mode. You have several options available for troubleshooting:

1. If the Cintiq does not function properly, refer to display troubleshooting (desktop mode) or tablet troubleshooting. The problem and solutions may be described there.
2. Check the NOTES file provided with the driver download for updates.
3. Visit www.wacom.com, choose the Wacom website for your region and check the product FAQs (Frequently Asked Questions).
4. If you are having a compatibility conflict between the Cintiq and a new hardware or software product, see service and repair for information on downloading an updated software driver. Wacom periodically updates the software driver to maintain compatibility with new products.
5. Try Testing the Cintiq in Desktop Mode.
6. If you have tried the suggestions in this manual and still cannot resolve the problem, contact Wacom for support. See Support options for information on where to obtain support for your region.

## SOFTWARE UPDATES

Wacom periodically updates the tablet software driver to maintain compatibility with new products. If you are having a compatibility problem between the Cintiq and a new hardware or software product, it may be helpful to download a new software driver (when available) from the Internet.

Visit the Wacom website at www.wacom.com for product drivers or other software updates.

Testing the Cintiq in Desktop Mode

Testing controls and input tools

Tablet troubleshooting

Support options

Service and repair

# TESTING THE CINTIQ IN DESKTOP MODE

1. If there is no display:
   - Make sure that your computer is turned on.
   - Verify that the Cintiq is connected to an active digital video port.
   - Check that your video card has been properly installed and is functional. If you have another display that is compatible with your video card, you can connect that display to the card in order to verify that the video card is operating correctly.
2. Verify that the pen and the tablet portion of your Cintiq are working:
   - Verify that the USB cable is plugged into an active USB port. If the Cintiq is plugged into a USB hub, try plugging it directly into the USB port on your computer.
   - Be sure that the USB port to which you are connecting has not been disabled. It may be necessary to check your system BIOS setting to verify that you have connected the Cintiq to an active USB port.
3. Check the ExpressKeys and Rocker Ring. See testing controls and input tools and Testing the ExpressKeys, Rocker Ring, and Center Button.
4. Check any other tool(s), such as the optional Airbrush. See testing controls and input tools.

If you are still having problems, you may have a defective pen or Cintiq.

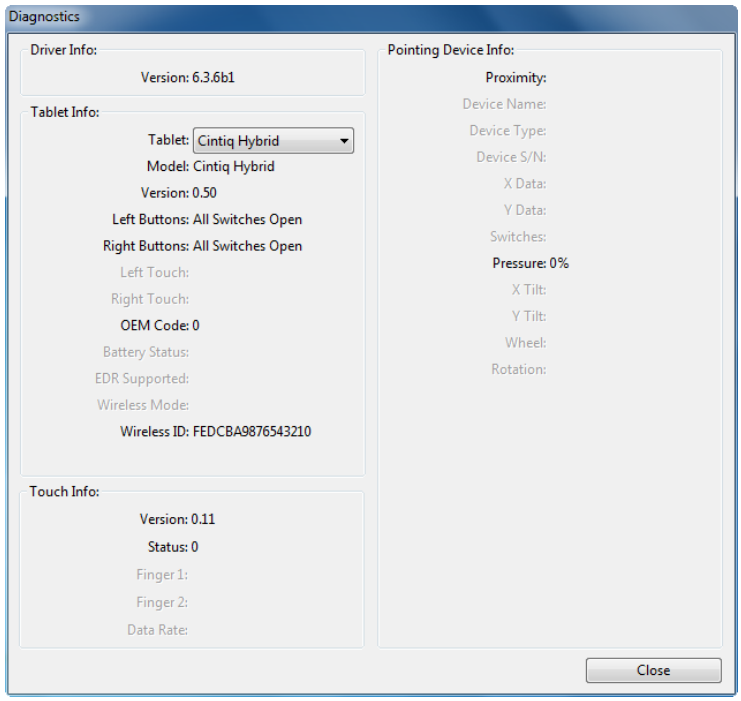
After testing, use the Wacom Tablet control panel to reconfigure your tablet and tools for any custom settings you may originally have been using.

# TESTING CONTROLS AND INPUT TOOLS

If the pen or the Cintiq controls do not work as you expect, check the assigned functions or reset them to their default conditions.

When you are in Desktop Mode, a quick way to return a pen to its default condition is to remove it from the control panel TOOL list. Do this by selecting the pen and clicking on the TOOL list [ – ] button. After the pen has been removed, place it back onto the screen surface. The pen will be added back to the TOOL list with its default settings.

- Open the Wacom Tablet control panel and click on the ABOUT button. In the dialog box that appears, click DIAGNOSE.... The DIAGNOSTICS dialog box shows dynamic information about the Cintiq and your input tool(s).




- If more than one Cintiq or tablet is connected to your system, select the product you are testing in the TABLET INFO column.
- Use the information shown in the DIAGNOSTICS dialog box when testing your Cintiq and pen.

Note: If a tool button is set to RADIAL MENU or OPEN/RUN..., that function will occur when the button is pressed. In this case you may want to change the button function before testing.

Testing the ExpressKeys, Rocker Ring, and Center Button
Testing a pen

## TESTING THE EXPRESSKEYS, ROCKER RING, AND CENTER BUTTON

If you are in Desktop Mode, use the following procedures to test these features.

1. With the DIAGNOSTICS dialog box open, observe the TABLET INFO column as you test each ExpressKey or Rocker Ring button. Be sure to select the pen display you are testing from the TABLET INFO column.
2. Test the ExpressKeys, Rocker Ring buttons or Center Button by pressing them one at a time. Each time you press a key, position or button, its number is shown next to either the LEFT BUTTONS or RIGHT BUTTONS category, depending on which key or position you are testing.
3. When you are done, click the CLOSE button to exit the dialog box.

   Important: Some applications can override and control the ExpressKey or Rocker Ring functions. Consider closing any open applications except the Wacom Tablet control panel when testing the ExpressKeys or Rocker Ring. For details, see using applications integrated for tablet control.

## TESTING A PEN

1. With the DIAGNOSTICS dialog box open, and while observing the POINTING DEVICE INFO column, bring your pen within 5 mm (0.2 inch) of the screen. A value for PROXIMITY, the DEVICE NAME, DEVICE TYPE, and a DEVICE S/N (serial number) should be displayed. Be sure to select the pen display you are testing from the TABLET INFO column.
2. Move your tool along the pen screen surface. The X and Y DATA values should change to reflect the tool position.
   - Press on the screen surface with the tool tip. The SWITCHES state and PRESSURE value should change. PRESSURE should change from approximately 0% with no pressure applied to approximately 100% when full pressure is applied.
   - Next, press the side switch without pressing the tip to the tablet. The SWITCHES state should change. For the Pro Pen, do this for both positions of the switch.

| | |
|---|---|
| Pen | Tip = 1 |
| SWITCHES states | Side switch (lower position) = 2 |
| | Side switch (upper position) = 3 |
| | Eraser = 1 |
| Airbrush | Tip = 1 |
| SWITCHES states | Side switch = 2 |
| | Eraser = 1 |

   - Press the eraser to the screen. The SWITCHES state and PRESSURE value should change. PRESSURE should change from approximately 0% with no pressure applied to approximately 100% when full pressure is applied.
   - For the optional Airbrush, move the fingerwheel forward. The WHEEL value should decrease to a value of approximately 0 when the fingerwheel is all the way forward. Move the fingerwheel backward. The WHEEL value should increase to approximately 1000 when the fingerwheel is all the way back.

3. Test tilt for the x-axis by moving the pen from a vertical position toward the right; the X TILT value should change from approximately 0 to +60. Now move the tool to the left of vertical; the X TILT value should change from approximately 0 to - 60.
4. Test the tilt for the y-axis by moving the pen from a vertical position toward the bottom of the tablet; the Y TILT value should change from approximately 0 to +60. Now move the tool toward the top of the tablet; the Y TILT value should change from approximately 0 to - 60.
5. For the optional Art Pen, test the rotation feature by placing the pen tip on the screen surface and slowing rotating the pen on its axis. The ROTATION value should change as you rotate the pen.
6. When you are done, click on the CLOSE button to exit the dialog box.

# DISPLAY TROUBLESHOOTING (DESKTOP MODE)

If you encounter problems with the display portion of your Cintiq, refer to the following tables. Your problem may be described here and you can try the solution offered. For more information about color issues, see the documentation that came with your operating system or applications.

## GENERAL PROBLEMS

| | |
|---|---|
| No display. | • Verify that the AC power cable is connected, and that the Cintiq is turned on.<br>• In the Wacom Display Settings dialog, adjust the contrast and brightness controls, or choose ADVANCED and then FACTORY RESET to return the Cintiq to its original settings. |
| A 'cable disconnect go to power save' message appears briefly on the screen. | • Check that your computer is turned on.<br>• Verify that you are using the video cable that came with the Cintiq.<br>• Check that the video cable is fully connected.<br>• Turn off both your computer and the Cintiq. Check the video cable and any video adapters for bent or broken connector pins. Then properly connect the video cable and any necessary adapters. |
| An 'out of range' message appears briefly on the screen. | • The input signal frequency is incorrectly set or not compatible with the Cintiq. Set the refresh rate to a vertical frequency that is compatible with your Cintiq. If your video card driver supports adjustment of the horizontal frequency, make sure it is also set to a compatible value. See the Important Product Information document for frequency range details.<br>• The resolution or refresh rate is set too high. See the Important Product Information document for details about the maximum (native) resolution, refresh rate, and other resolution sizes that can be used with your Cintiq.<br>• Set the display properties to detect plug and play monitors. |

| | |
|---|---|
| A ‘set refresh range’ message appears briefly on the screen. | Set the refresh rate to a vertical frequency that is compatible with your Cintiq. See the Important Product Information guide for frequency range details. |
| The image appears multiple times on the display. | Do not extend the video cable or use an input selector switch box. |
| When a still image is displayed for a long period of time without refreshing the screen, an after-image remains for a short period of time. | Use a screen saver or other power management feature. |
| Color quality is inaccurate. | • In the Wacom Display Settings dialog, choose ADVANCED and then FACTORY RESET to return the display to its original settings.<br>• Check the color profile settings that you are using with Cintiq.<br>• Make any changes to the contrast settings in small increments, as changes in contrast may affect color accuracy. |
| The color white does not display as white. | • Check the color profile settings that you are using with Cintiq.<br>• Verify that the display is operating at the factory default settings. If that is not sufficient, adjust the color as necessary. For details on color management, refer to your operating system and application documentation.<br>• Verify the video cable and port are fully connected. |

# TABLET TROUBLESHOOTING

If you encounter problems with the tablet portion of the Cintiq, check the following tables. Your problem may be described here, and you can try the solution offered. Also check the Notes linked to the driver download screen for the latest information updates.

For additional information, visit the Wacom website.

Windows-specific problems
Mac-specific problems

| | |
|---|---|
| The computer does not have an available USB port. | Check if there is an available USB port on a USB hub. If not you will need to add a USB hub or USB card. |
| A USB device plugged into the Cintiq USB accessory port does not function. | • Make sure the Cintiq itself is properly connected to a working USB port on your computer.<br>• Be sure the Cintiq is powered on. The Cintiq contains a powered USB hub and the accessory port will not work when the power is off.<br>• If the USB device does not work, try plugging it into a USB port directly on your computer.<br>• If the USB device still does not function properly, contact the manufacturer for that particular device. |
| The pen works only in mouse mode, and does not draw or write with pressure sensitivity. | The driver software for the tablet portion of the Cintiq was not installed or did not load properly.<br>• Make sure the driver software is installed and functioning.<br>• Reinstall the driver software if needed. |
| The pen does not draw or write with pressure sensitivity. | Some applications require that you turn on the pressure capabilities within the application or selected tool before the pen will respond as a pressure-sensitive tool.<br>Verify that your application supports pressure sensitivity. |
| Clicking is difficult.<br><br>The pen selects everything or will not stop drawing. | Open the Wacom Tablet control panel and go to the PEN tab and set a lighter TIP FEEL.<br><br>Open the Wacom Tablet control panel and go to the PEN tab.Move the TIP FEEL slider toward FIRM, or select CUSTOMIZE... and increase the CLICK THRESHOLD setting. If this does not help, see testing controls and input tools. |
| Double-clicking is difficult. | • Be sure you are quickly tapping the screen twice in the same place. Wacom recommends using the side switch to double-click.<br>• Open the Wacom Tablet control panel PEN tab. Try increasing the TIP DOUBLE CLICK DISTANCE or using a lighter TIP FEEL.<br>• Set an ExpressKey to DOUBLE CLICK.<br>• Windows: Try setting your system to launch programs with a single click. See clicking. |

| | |
|---|---|
| The eraser selects everything or will not stop erasing. | • Open the Wacom Tablet control panel and go to the ERASER tab and move the ERASER FEEL slider toward FIRM.<br>• Select CUSTOMIZE... and increase the CLICK THRESHOLD setting.<br>If this does not help, see testing controls and input tools. |
| You notice a delay at the beginning of pen or inking strokes. | Open the Wacom Tablet control panel, go to the PEN tab and decrease the TIP DOUBLE CLICK DISTANCE, or move the TIP DOUBLE CLICK DISTANCE slider to the OFF position in order to turn off double-click assist. |
| You have to press hard with the pen when clicking, drawing, or writing. | Open the Wacom Tablet control panel and go to the PEN tab. Move the TIP FEEL slider toward SOFT, or select CUSTOMIZE... and decrease the SENSITIVITY and CLICK THRESHOLD settings. |
| The pen tip does not function. | • Be sure you are using only the pen that came with your product, or a Wacom accessory pen specified for use with the Cintiq. Other pens may not function properly on the Cintiq.<br>• Check the Wacom Tablet control panel PEN tab and verify that a CLICK function is assigned to the pen tip.<br>• Verify that the USB cable is plugged into an active port on your computer or on a USB hub. |
| The pen tip and screen cursor do not properly line up. | Open the Wacom Tablet control panel and select the CALIBRATE tab.<br>In Mobile Mode, use the Calibrate function from the Mobile Center.<br>Continue with calibrating the cintiq. |
| Changing the function settings for an input tool has no effect. | Make sure you change the settings for the tool and application that you are using. See application-specific settings and working with multiple tools. |
| The pen side switch does not work. | • Be sure you are using only the pen that came with your product, or a Wacom accessory pen specified for use with the Cintiq. Other pens may not function properly on the Cintiq.<br>• Be sure to press the side switch when the pen tip is within 5 mm (0.2 inch) of the Cintiq active area. Do this without pressing down on the pen tip.<br>• In the Wacom Tablet control panel, verify that the side switch is set to the proper function you are expecting to occur for the application and tool you are using.<br>• Check the SIDE SWITCH MODE. If CLICK & TAP is selected, you will need to first press the side switch, then touch the pen tip to the pen screen surface in order to perform a click function. |
| The screen cursor moves but it does not jump to the pen tip location when placed on the screen, and it does not follow the pen tip when moving the pen across the display. | • Make sure the Wacom driver has loaded properly by opening the Wacom Tablet control panel. If the driver did not load you will see an error message. If an error message appears, reboot your computer. If the problem persists, refer to Step 2: Complete the Mobile Mode Setup wizard, and reinstall the Wacom driver software. On a Mac, you must restart your computer after installing the Wacom driver for proper operation.<br>• If you have customized the side switch on your pen to toggle between pen mode and mouse mode, make sure that your Cintiq is operating in pen mode. |

| | |
|---|---|
| When using Cintiq on a multiple monitor system, you cannot use the pen to control the other monitor(s). | • Cycle between pen control for Cintiq and your other displays by pressing an ExpressKey or pen button that is set to Display Toggle.<br>• You can use your pen to control the other monitors in mouse mode. To use mode mouse, first set a pen button to MODE TOGGLE.... Then use the button to toggle between pen mode and mouse mode. |
| The line you are drawing does not line up with the location of the screen cursor. | • To function properly, some applications require that the pen be set to pen mode. Make sure the pen has not been toggled to mouse mode.<br>• If you have set the pen to pen mode and the problem still exists, then you may have a corrupted preferences file. Follow the instructions in Windows-specific problems or Mac-specific problems to create a new preferences file. |
| The computer does not go to sleep. | When you are not using the pen, remove it from the Cintiq surface or Cintiq will continue to send data, keeping the computer awake. |
| The screen cursor jumps back when using your regular mouse or trackball. | When not in use, place the pen in the pen case, or in some other location near the Cintiq. Do not leave the pen on the display. Leaving your pen on the display may interfere with screen cursor positioning when using other input devices. |
| The screen cursor moves erratically or jumps around on the screen when another tablet is connected to your computer. | The tablet portion of the Cintiq emits electromagnetic waves at a certain frequency. If another tablet is placed too close to the Cintiq it may interfere with screen cursor positioning. If this occurs, move the tablet further away from the Cintiq. |
| When working in some applications, the ExpressKeys, Rocker Ring or Center Button perform a different function than what is set in the Wacom Tablet control panel. | • Some applications can override and control the ExpressKey, Rocker Ring or Center Button functions. See using applications integrated for tablet control.<br>• If you are using application-specific settings, be sure you have updated the settings for the application you are working with. |
| The ExpressKeys, Rocker Ring or Center Button do not perform the functions to which they are set. | Check to be sure that Cintiq is correctly configured for your preferred handedness. See Using the pen. |
| Some defaults for control panel, ExpressKeys, Rocker Ring or Center Button may be different from those shown in the manual. | In some regions the control panel defaults may vary, depending on application and operating system differences. |
| When in Mobile Mode, the Cintiq switches to Desktop Mode, even though it is not connected to a computer, and your screen is blank. | The use of some HDMI adapters can cause the Cintiq to switch to Desktop mode even if it is not connected to a computer. If this happens, unplug your adapter or 3-in-1 cable to switch your Cintiq to Mobile Mode. |

# WINDOWS-SPECIFIC PROBLEMS

You suspect the Cintiq preferences may be corrupted, or want to make certain that all settings are at their factory defaults.

Use the Wacom Tablet Preference File Utility to work with preferences:

- Close any open applications.
- Click the START icon and select ALL PROGRAMS.
- Then select WACOM TABLET and WACOM TABLET PREFERENCE FILE UTILITY.

Windows 8: From the Windows 8 Start screen, click the WACOM TABLET PREFERENCE FILE UTILITY tile. If you are using the Windows 8 Classic Desktop, press the Windows key on your keyboard, or select the Windows icon in the Charms bar, to access the Start screen.

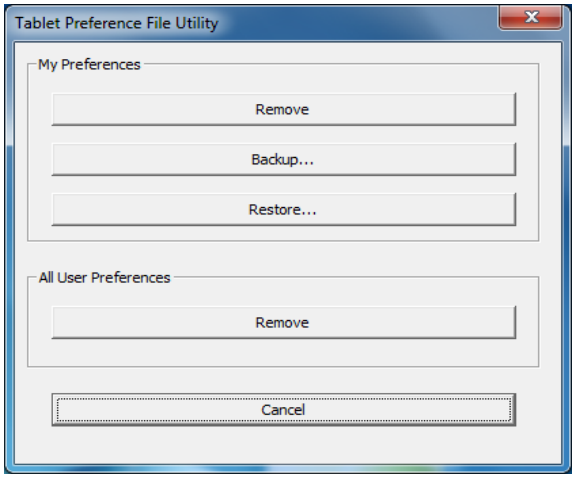
Windows 7: Open the utility by clicking the START icon and selecting ALL PROGRAMS. Select WACOM TABLET and WACOM TABLET PREFERENCE FILE UTILITY.

- It is a good idea to first back up your tablet preferences. In the TABLET PREFERENCE FILE UTILITY dialog box, click BACKUP... and follow the prompts.
- Use the Tablet Preference File Utility to delete the tablet preferences as follows:

  Single user. Under MY PREFERENCES, click REMOVE to delete the preferences for the current user.

  Multiple users. Under ALL USER PREFERENCES, click REMOVE to delete preferences for multiple users. Administrator rights are required to delete preferences for all users. Relaunch any currently open tablet-aware applications that you may be running.

You can restore tablet preferences that have been backed up by clicking RESTORE... under MY PREFERENCES.



## MAC-SPECIFIC PROBLEMS

| | |
|---|---|
| At startup, a dialog box appears telling you that either the driver failed to load or the Cintiq preferences have not yet been created. | The tablet portion of the Cintiq was not detected at startup. Make sure the USB cable is securely connected to an active USB port on your computer or USB hub.<br>From the GO menu, select UTILITIES and launch the SYSTEM PROFILER. Select USB from the HARDWARE section of the CONTENTS list. A Wacom USB Cintiq model should be listed. If a model is not listed, check the Cintiq USB cable connection or try plugging the Cintiq into a different USB port.<br>If this does not help, contact Wacom for support. See Support options. |
| You suspect the Cintiq preferences may be corrupted, or want to make certain that all settings are at their factory defaults. | Use the Wacom Tablet Utility to work with preferences. Close any open applications. Open the main APPLICATIONS folder. Then open the WACOM TABLET folder and run the WACOM TABLET UTILITY.<br>• It is a good idea to first back up your tablet preferences. In the Wacom Tablet Utility, select CURRENT USER or ALL USERS. Then click BACKUP... and follow the prompts.<br>• Delete the tablet preferences as follows:<br>Single user. When the utility starts, select CURRENT USER and click REMOVE. Log out, then log back in. When the Cintiq driver loads it will create a new preferences file with the factory defaults.<br>Multiple users. When the utility starts, select ALL USERS and click REMOVE. Log out, then log back in. When the Cintiq driver loads it will create new preferences files with the factory defaults.<br>You can quickly restore tablet preferences that have been backed up for the CURRENT USER or ALL USERS by clicking RESTORE... within the utility.<br>Note: Do not manually remove the WACOMTABLET.PREFPANE file from the main LIBRARY PREFERENCEPANES folder. This file is only to be removed when uninstalling the Wacom software driver, and then only when using the Wacom Tablet Utility.<br>Recalibrate the Cintiq. See calibrating the cintiq. |

| | |
|---|---|
| Ink does not work correctly with the Cintiq. | There may be a problem with the Ink preferences. Remove the damaged preference files as follows. They will be re-created when you enable handwriting recognition.<br>1. Open SYSTEM PREFERENCES, choose SHOW ALL and select INK. Then turn off handwriting recognition.<br>2. From the GO menu, choose your HOME. Open the LIBRARY and PREFERENCES folders. Remove the following preferences:<br>• COM.APPLE.INK.FRAMEWORK.PLIST<br>• COM.APPLE.INK.INKPAD.PLIST<br>• COM.APPLE.INK.INKPAD.SKETCH<br>3. Go back to SYSTEM PREFERENCES and INK, and then enable handwriting recognition.<br>4. Test the Ink function using your Cintiq and Wacom pen.<br>If this procedure does not resolve your problem with Ink, contact Apple Support for further assistance. Wacom is not the software manufacturer for Ink and we are limited in our abilities to support a third party software application. |

# SUPPORT OPTIONS

If you have a problem with your Cintiq, review Getting Started section to make sure the Cintiq is set up and installed correctly.

- If you cannot find the answer you need in this manual, you may find updated information about your problem in the Notes file linked to the driver download screen on the Wacom website. You can also check the product FAQs (Frequently Asked Questions).
- If you have an Internet connection, you can download and install the latest software drivers from the Wacom website for your region. See service and repair.
- Check the Support options on the Wacom website for your region. You may find answers to your questions without having to make a phone call.
- If you cannot solve the problem and you think your Wacom product is not working properly, contact the Wacom support staff for the area where your product was purchased. You can find contact information by checking the Wacom website for your region.

When you call, you should be at your computer with the following information available:

- This manual.
- Serial number. (See the label on the back of the Cintiq.)
- Driver version number. (Click on the Wacom Tablet control panel ABOUT button.)
- The make and model of your computer, and operating system version number.
- The make, model, and connection type of your video card.
- A list of peripheral devices attached to your computer.
- The software application and version you were using when the problem occurred.
- The exact wording of any error message that appeared on your screen.
- What happened and what you were doing when the problem occurred.
- How you tried to solve the problem.

You can also contact the Support Center by visiting the Wacom website for your region and completing an Email Inquiry form.

## SERVICE AND REPAIR

If you have a problem with your Cintiq and have not been able to resolve it, please contact Wacom Support. See Support options.

Important: If a solution for the problem requires that you send your Cintiq to an authorized service location for any reason, you must back up all your data and digital materials before returning your Cintiq. To protect your privacy and personal information, Wacom or its designated service provider must erase all data and reinstall the operating system image on the Cintiq before replacing the battery or performing any other repair or service, whether or not covered by the product warranty.

# FREQUENTLY ASKED QUESTIONS

This section provides answers to some of the more commonly asked questions about the Cintiq. To browse more FAQs, visit the Wacom website for your region.

[Will the Cintiq work in all applications?](#)
[What software applications support the Cintiq's features?](#)
[Can I have the Cintiq and a mouse connected to my computer at the same time?](#)
[Can I use older Wacom input tools with the Cintiq?](#)
[The installer is asking for a password. What is the password?](#)
[The pen and screen cursor do not line up. Why?](#)
[How do I reset my preferences to the default settings?](#)
[Can I delete all Cintiq preferences at one time?](#)
[What is the best way to clean the Cintiq?](#)
[How do I change the nib (tip) of my pen?](#)
[Where can I obtain spare parts and accessories?](#)
[How do I find the product model and serial number?](#)

Will the Cintiq work in all applications?

The Cintiq supports general mouse input functions in all applications. Assuming the product driver is installed and functioning properly, pressure sensitivity and eraser functions are also supported in many graphic applications.

What software applications support the Cintiq's features?

Many applications support pressure sensitivity and eraser input from your Wacom product.

Visit www.wacom.com and search software applications. If you do not find your application listed, try using it with the Cintiq to determine if you experience pressure variance when you paint or draw with the pen. Your software manufacturer will be able to provide the best information about which pen input features the application supports.

Can I have the Cintiq and a mouse connected to my computer at the same time?

Yes. You can use your system mouse in conjunction with your Wacom product. Only one device at a time can control the screen cursor. You can change back and forth between your Cintiq input tools and a system mouse at your convenience.

Can I use older Wacom input tools with the Cintiq?

Pens and accessories are generally specific to the product model they come with, so they may not be interchangeable. Visit the Wacom website for your region and check the Support and Cintiq product pages for details.

The installer is asking for a password. What is the password?

The computer is looking for a password that is either your personal password or the administrative password to log into the computer. If your personal password does not work and you are in a business environment you will need to ask the system administrator to install the tablet for you. The operating system requires the user to have administrative access to install a hardware device.

The pen and screen cursor do not line up. Why?

The Cintiq needs to be calibrated. This should be done each time you reinstall the tablet driver or delete the Cintiq preference file. See calibrating the cintiq.

How do I reset my preferences to the default settings?

See managing preferences.

Can I delete all Cintiq preferences at one time?

Yes. See managing preferences.

What is the best way to clean the Cintiq?

See Caring for the Cintiq.

How do I change the nib (tip) of my pen?

See replacing the pen nib.

Where can I obtain spare parts and accessories?

See ordering parts and accessories.

How do I find the product model and serial number?

These are labeled on the back of the Cintiq. The model number is typically located above the bar code, and the serial number just below the barcode. The model number and serial number are needed for all support requests.

# CARE AND MAINTENANCE

This section provides tips for the care and maintenance of the Cintiq.

Caring for the Cintiq
Replacing the pen nib

## CARING FOR THE CINTIQ

Keep pens and the Cintiq LCD screen surface clean. Dust and dirt particles can stick to the pen and cause excessive wear to the screen surface. Regular cleaning will help prolong the life of your LCD screen surface and pen.

Keep the Cintiq and pens in a clean, dry place and avoid extremes in temperature. Room temperature is best. To protect your pen, store it in the pen case if you will not be using it.

The Cintiq and the pens are not made to come apart, except to personalize your pen with a color ring. Otherwise, taking apart the product will void your warranty.

> Important: Take care to never spill liquids onto the Cintiq or the pen. Be especially careful of getting the display, Rocker Ring, ExpressKey or pen buttons and tip wet as they contain sensitive electronic parts that will fail if they are exposed to liquids.

Prevent scratching by replacing your pen nibs frequently. When the nibs are worn or pointed they can damage your Cintiq. See replacing the pen nib.

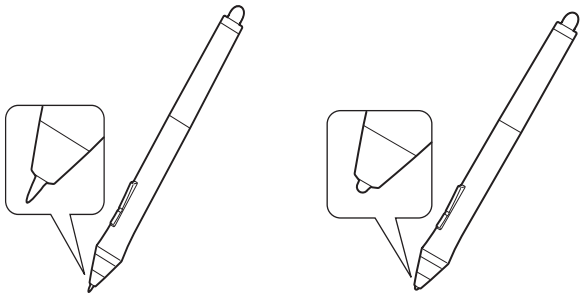
To clean the Cintiq casing or pens, use a soft, damp cloth; you can also dampen the cloth using a very mild soap diluted with water. Do not use paint thinner, benzine, alcohol, or other solvents to clean the product casing or pen.

To clean the screen, use an anti-static cloth or a slightly damp cloth. When cleaning, apply only a light amount of pressure, and do not make the screen surface wet. Do not use detergent to clean the screen, as this may damage it. Damage of this kind is not covered by the manufacturer's warranty.

# REPLACING THE PEN NIB

To protect your Cintiq from damage and for best performance, periodically replace your pen nibs.

Important: Replace the pen nib before or when it looks like this:.

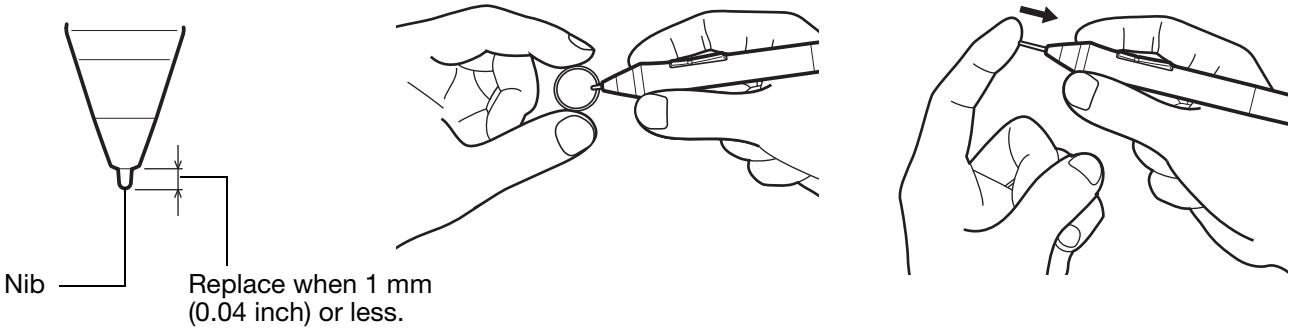


The pen nib (tip) will wear with normal use.

Excessive pressure will cause it to wear more quickly.

Replace the nib when it gets too short or develops a flat edge.

1. To replace your pen nib, use the nib removal tool, a pair of tweezers, needle-nosed pliers, or similar instrument to pull the nib straight out of the pen.
2. Use the same tool to grasp the new nib and place it into the end of the pen.
3. Slide the end of the new nib straight into the barrel of the pen. Firmly push the nib until it stops.




⚠ Warning

Choking hazard. Prevent children from swallowing the pen nib or side switch. The pen nib or side switch may accidentally be pulled out if children are biting on them.

For replacement parts, see ordering parts and accessories.

Important:

- When not in use, place the pen in the pen case, or lay it flat on your desk.
- When the optional Airbrush is not in use, lay it flat on your desk.
- To maintain the sensitivity of your input tools, do not store them in a container where they will rest on their tip or eraser. Improper storage may damage the pen tip pressure sensor(s).

# OTHER USEFUL INFORMATION

This section includes information and instructions on the topics listed below.

Uninstalling Cintiq
Managing preferences
Installing multiple tablets
Using applications integrated for tablet control
Importing expert settings
Pen and digital ink capabilities in Windows
Product information
Ordering parts and accessories

## UNINSTALLING CINTIQ

Follow the appropriate procedure below to remove the Wacom driver software and the Cintiq from your system.

> Important: When you remove the Wacom driver software, your Cintiq will no longer operate with full tablet functionality but will continue to function as a mouse device.

Windows 8:

1. From the Windows 8 Start screen, right-click in the screen's bottom left corner and chose CONTROL PANEL from the pop-up menu. If you are using the Windows 8 Classic Desktop, press the Windows key on your keyboard, or select the Windows icon in the Charms bar, to access the Start screen.
2. Choose UNINSTALL A PROGRAM or ADD OR REMOVE PROGRAMS.
3. Select WACOM TABLET and click on the REMOVE button.

Windows 7:

1. Click START and choose CONTROL PANEL.
2. Click UNINSTALL A PROGRAM or ADD OR REMOVE PROGRAMS.
3. Select WACOM TABLET and click on the REMOVE button.

Note: You may need to reboot your computer for the uninstall to take effect.

Mac:

1. From the GO menu, choose APPLICATIONS and open the WACOM TABLET folder.
2. Double-click on the WACOM TABLET UTILITY icon. Click on the TABLET SOFTWARE: REMOVE button. Enter your administrator log on name and password.
3. After the removal is completed, click OK.
4. Shut down your computer and turn off the Cintiq. When your computer and Cintiq are off, disconnect the Cintiq from your computer.

See service and repair for information on downloading a new software driver (when available) from the Internet.

# MANAGING PREFERENCES

Windows 8: From the Windows 8 Start screen, click the WACOM TABLET PREFERENCE FILE UTILITY tile. If you are using Windows 8 Classic Desktop, press the Windows key on your keyboard, or select the Windows icon in the Charms bar, to access the Start screen.

Windows 7:

1. Click the START icon and select ALL PROGRAMS.
2. Select WACOM and WACOM TABLET PREFERENCE FILE UTILITY.

For all Windows systems, set your preferences as follows:

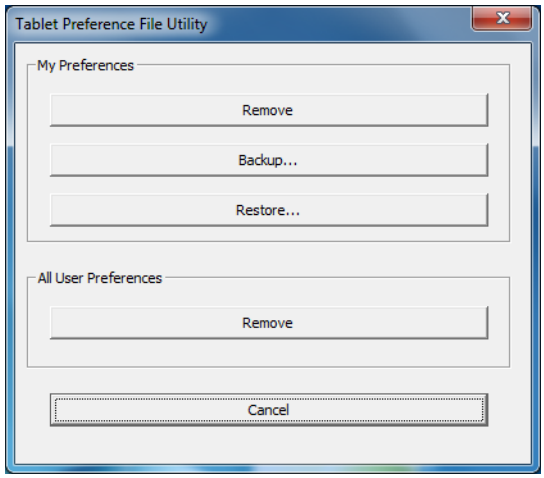
1. Close any open applications.
2. Set your preferences as follows:

- Carefully follow any prompts that may appear
- To back up your preferences, click BACKUP... under MY PREFERENCES.
- To restore preferences that you had previously backed up, click RESTORE... under MY PREFERENCES.
- To remove preferences for the current user, click REMOVE under MY PREFERENCES.
- To delete preferences for multiple users, click REMOVE under ALL USER PREFERENCES.
  Note: Administrator rights are required to delete preferences for all users.

Relaunch any currently open tablet-aware applications that you may be running.

For Mac: Open the main APPLICATIONS folder. Then open the WACOM TABLET folder and run the WACOM TABLET UTILITY.

- Carefully follow any prompts that may appear
- To back up your preferences, select CURRENT USER, then click BACKUP....
- To restore preferences that you had previously backed up, select CURRENT USER, then click RESTORE....
- To remove preferences, select Current User, or All Users, then click REMOVE.
  Note: Administrator rights are required to delete preferences for all users.

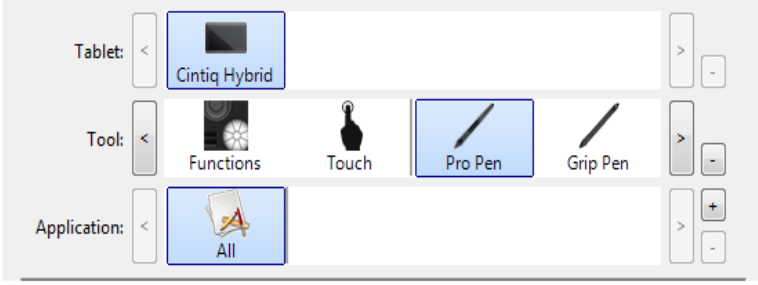


# INSTALLING MULTIPLE TABLETS

In Desktop Mode, any Cintiq or tablet that has been detected on your system will appear as an icon within the Wacom Tablet control panel TABLET list.

Select a pen display or tablet icon for which to customize tool and application settings.

- The control panel will not launch unless a supported pen display or tablet is connected to the computer.
- Settings can only be viewed or changed for an attached pen display or tablet.




To add a new pen display or tablet, connect it to your computer. The system will automatically find the pen display or tablet and initialize it. An icon for the pen display or tablet will then appear in the control panel.

Important: When installing additional pen display units or tablets on Windows systems, the eraser function may not work in some applications when using the additional pen display(s) or tablet(s). The eraser function will continue to work correctly using the first pen display or tablet that was added to the control panel.

To remove one of multiple pen displays or tablets from the driver, select the pen display or tablet to be deleted and click on the [ – ] button next to the TABLET list.

- A pen display or tablet must be attached to the computer before it can be deleted from the control panel list.
- You will need to restart your computer before you can again add the tablet to the driver.

# USING APPLICATIONS INTEGRATED FOR TABLET CONTROL

Some software applications may be designed to directly control ExpressKey or Rocker Ring functions. When working in an application that has been integrated in this manner, the ExpressKeys or Rocker Ring may perform differently than the function that is set in the Wacom Tablet control panel.

- When an ExpressKey is overridden by an application, the ExpressKey setting will automatically update, using either “Application Defined” or the new function name. Some or all of the ExpressKeys, the Rocker Ring, or the Center Button may be overridden, depending on the application.
- An integrated application will control the ExpressKeys, Rocker Ring or Center Button only when that application is active and in the foreground. When you close the application or select a new application pane to work in, your Wacom Tablet control panel settings are returned to their previous state.
- To review ExpressKeys, Rocker Ring, Center Button or pen function settings for the current or selected application, set an ExpressKey to SETTINGS and press the key at any time.

Applications that have been integrated in this manner will typically provide you with the opportunity to opt-out or disable this functionality when first using your Wacom product with the application. See the documentation provided with your application for any specific details on functionality and how to customize or disable this feature.

If an automatic prompt or the application’s documentation do not describe how to disable this behavior, you can use the Wacom Tablet control panel to create application-specific settings that will override the behavior of the integrated application. See also managing preferences.

Important: If an application-specific setting has been created for an integrated application, setting an ExpressKey function to APPLICATION DEFINED will still allow the integrated application to control the function.

# IMPORTING EXPERT SETTINGS

The import expert settings feature enables you to import customized Wacom Tablet control panel settings that have been specified in an XML (Extensible Markup Language) file.

- Some software developers may create custom settings files which are specifically designed to provide optimum performance when using your Wacom product with their applications.
- Visit the Wacom website for your region to choose from a variety of custom settings files that may be available for your product.
- Each XML file may include customized settings for one or more applications. These settings may apply to the ExpressKeys or Rocker Ring, Center Button, Radial Menu, or pen button and eraser functions.

To import expert settings:

1. Choose an XML file with settings for use with a particular application. Double-click on your file selection.
2. Read and follow the instructions in the confirmation dialog.
   - The utility will import settings for one or more applications. Any previous settings for those applications may be overridden.
   - You are encouraged to back up any existing control panel settings before importing the expert settings.
   - You can cancel, or continue to import the settings.
3. When you choose to import settings, only the settings specified in the XML file will be imported. Any corresponding settings will be overridden with the new values. All other existing settings will remain unchanged.
4. After the import process is completed you will have an opportunity to view the new settings within the Wacom Tablet control panel.

# PEN AND DIGITAL INK CAPABILITIES IN WINDOWS

Microsoft Windows 8 and Windows 7 provide extensive support for pen input. Pen features are supported in all versions of Windows 8 and Windows 7 except Windows 7 Starter and Home Basic.

Note: For full functionality of Windows pen and ink capabilities, make sure that the USE WINDOWS INK checkbox on the Calibration tab of the Wacom Control Panel is checked.

- Note taking. Jot notes and capture quick sketches in Windows Journal. Use the Journal search engine to locate your handwritten content.
- Handwriting recognition. Quickly enter handwritten information anywhere the computer accepts typed input. Convert your handwritten content to typed text at any time.
- Digital Ink in Microsoft Office. Utilize the enhanced digital mark-up and inking tools found on the REVIEW tab within applicable applications.

The Tablet PC Input Panel enables you to use handwriting or an on-screen keyboard to directly enter text with your Wacom pen. To change your display settings for the Tablet PC Input Panel:

1. Open the Tablet PC Input Panel.
2. Select TOOLS and then OPTIONS.
3. Select options for your preferred display settings.

Use one of the following methods to launch the Tablet PC Input Panel from Windows 7:

- Click on the Input Panel icon which appears when you move the screen cursor into a text entry area.
- Click on the Input Panel tab, located by default on the left edge of the screen.
- Click on the Tablet PC Input Panel icon located on the Windows Taskbar. If the icon is not visible, right-click on the Taskbar, select TOOLBARS, and TABLET PC INPUT PANEL.

To disable the Input Panel:

1. Open the Tablet PC Input Panel.
2. Select TOOLS and then OPTIONS.
3. Choose the OPENING tab and uncheck the following boxes:
   - FOR TABLET PEN INPUT, SHOW THE ICON NEXT TO THE TEXT BOX
   - SHOW THE INPUT PANEL TAB.
4. Click OK.

Search the Microsoft website for enhanced information about digital inking in Windows. You can also visit the Wacom website at www.wacom.com and search digital inking in Windows.

Note: The following workaround in the Wacom software driver improves performance in Windows 7:

- To improve performance, the Pen Flicks and 'press-and-hold-to-right-click' features are disabled in some graphics applications such as Photoshop.

# PRODUCT INFORMATION

To learn more about your Cintiq, visit the Wacom website for your region. You can also discover which software applications are currently tablet enhanced to support the pressure sensitivity and other special functionality of your Cintiq by searching software applications.

| | |
|---|---|
| USA, Canada, Central and South America | https://store.wacom.com/us |
| Europe, Middle East and Africa | http://www.wacom.eu |
| Japan | http://tablet.wacom.co.jp |
| Asia Pacific (English) | http://www.wacom.asia |
| China (Simplified Chinese) | http://www.wacom.com.cn |
| Hong Kong (Traditional Chinese) | http://www.wacom.com.hk |
| Korea | http://www.wacom.asia/kr |
| Taiwan | http://www.wacom.asia/tw |
| Thailand | http://www.wacom.asia/th |

## PRODUCT SPECIFICATIONS

Specifications for your Cintiq are provided in the Important Product Information document, which can be accessed from the Wacom Desktop Center. This document also includes information on the Cintiq warranty, and repair policies.

## BATTERY SPECIFICATIONS

The lithium ion batteries in Wacom Cintiq products cannot be repaired or replaced by the user. Do not attempt to remove, replace, or in any way alter the battery in your Cintiq. You must return the Cintiq to an authorized service center for any battery replacement or repair, whether or not it is covered by the warranty. Information on returning your Cintiq will be provided by Wacom Support.

If you are having a problem with your Cintiq's battery, contact Wacom Support for assistance.

Further information about the Cintiq battery is provided in the Important Product Information document.

## WARRANTY SERVICE IN THE U.S.A. AND CANADA

The full product warranty and licensing agreement is provided in the Important Product Information guide, which can be accessed from the Wacom Desktop Center.

To obtain Warranty service within the U.S. or Canada contact:

Wacom Support Center

Phone: 1.360.896.9833

Email Inquiry form: http://www.wacom.com/support/email.cfm

## WARRANTY SERVICE OUTSIDE OF THE U.S.A. AND CANADA

For products purchased or used outside the United States and Canada, the warranty period may be determined by regional requirements. The warranty period for your pen display is described on the Support page of the Wacom website for your region, or contact Wacom Support.

### Wacom Support in Asia Pacific (except Japan and China)

Detailed Asia Pacific Limited Warranty policy and product registration may be found online at http://www.wacom.asia.

To obtain technical support or Warranty service within Southeast Asia, Oceania and Taiwan, please contact Wacom Support Service.

Phone numbers can be found here: http://www.wacom.asia/customer-care.

Should you have any questions about this Agreement, or if you desire to contact Wacom for any reason, please contact in writing:

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1103, Beijing IFC West Tower
No. 8 Jianguomenwai Street
Chaoyang District
Beijing, 100022, China
E-mail: support@wacom.com.cn

# ORDERING PARTS AND ACCESSORIES

For a list of available parts and accessories, visit the Wacom website for your region.

You can also do the following:

- In the USA or Canada, call 1.888.884.1870 (toll-free) or visit Wacom's website at http://direct.wacom.com (USA only).
- In Europe, call +49 (0)180.500.03.75 or send an email to spareparts@wacom.eu. Or, visit http://shop.wacom.eu. You can also contact your local dealer, distributor, or Wacom Support using the appropriate number for your region.
- In Japan, visit http://store.wacom.jp. You may also contact your local dealer, distributor, or technical support using the appropriate number for your region.
- In Australia, Singapore, Taiwan and Korea, please visit: www.BuyWacom.com.au, www.BuyWacom.com.sg, www.BuyWacom.com.tw and www.BuyWacom.co.kr, respectively.
- In other countries, please contact your local dealer or distributor.

Some parts and accessories may not be available in all regions.

# GLOSSARY

Active area. The area of the Cintiq where your tools are detected.

Application-specific settings. Cintiq tool and Cintiq settings that have been customized for individual applications. The Wacom Tablet control panel enables you to customize a tool to behave uniquely in different applications. Application-specific settings are in effect whenever you use the application.

Aspect. The ratio between the vertical and horizontal dimension of the active area on the Cintiq.

Click force. The amount of force you must apply to the pen tip for a click to occur.

Desktop Mode. The mode of operation when your Cintiq is connected to your computer and using the Windows or Mac operating system.

Double-click assist. A function of the Wacom Tablet control panel that makes it easier to double-click by setting the size of the double-click distance.

Double-click distance. The maximum distance (in screen pixels) that the screen cursor can move between clicks and still be accepted as a double-click. Increasing the double-click distance makes double-clicking easier, but may cause a delay in brush strokes in some graphics applications.

Eraser-aware application. A software application that has built-in support for the pen eraser. These applications take advantage of the eraser in different ways, depending on what makes sense for the application.

ExpressKeys. The customizable control keys located on the Cintiq. See ExpressKeys, Rocker Ring, and Center Button

Fingerwheel. The control wheel on the optional Airbrush.

Hardware control buttons. The function buttons on the Cintiq. See desktop mode.

Journal. A Microsoft Windows application that electronically simulates a physical journal pad, but with the advantages of digital note taking. For example, you can create quick sketches and jot handwritten notes that can be converted to text and sent on to colleagues for digital mark-up. Journal includes a variety of pen, marker, and highlighter tools, plus an eraser that is easily activated by the eraser end of your Wacom pen. Additionally, your handwritten content is searchable within Journal.

LED. Light-Emitting Diode. Used as pen display indicator light(s).

Mobile Mode. The mode of operation when your Cintiq is not connected to your computer and is using the Android operating system.

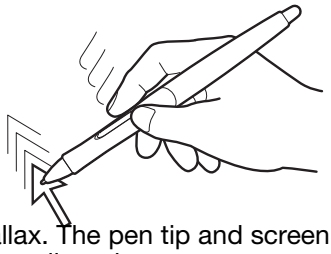
Modifier. Modifier keys include SHIFT, ALT, and CTRL for Windows, or SHIFT, CONTROL, COMMAND, and OPTION for Mac. You can customize your Cintiq tool buttons or ExpressKeys to simulate a modifier key.

Mouse acceleration. A setting that allows you to adjust the screen cursor acceleration when using mouse mode.

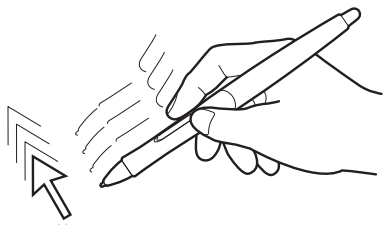
Mouse mode. A method for positioning the screen cursor. When you place a Cintiq tool on the tablet, you can move the screen cursor with a “pick up and slide” motion similar to using a traditional mouse.This is known as relative positioning.

Nib. The replaceable pen tip.

Parallax. The angular distortion of an object's position when viewed through glass or other medium. You must calibrate the Cintiq to compensate for this effect, and to align the screen cursor with the position of the pen on the screen.



No parallax. The pen tip and screen cursor are aligned.



Parallax effect caused by screen glass. Note how the position of the pen tip and screen cursor are not aligned.

Pen mode. A method of positioning the screen cursor. Wherever you place your input tool on the Cintiq, the screen cursor will jump to the corresponding point on the screen. This is known as absolute positioning, and is the default setting for the pen. Pen mode allows you to quickly position the screen cursor without having to first find it and then move it across the desktop.

Pixel. The smallest unit of measure on your screen.

Pressure sensitive. A quality of the Wacom pen tip and eraser that senses the amount of pressure being applied. This is used to create natural-looking pen, brush, and eraser strokes in applications that are pressure sensitive.

Pressure-sensitive application. Any application that supports pressure-sensitive input.

Proximity. The height above the Cintiq active area where the input tools are detected.
See also pen features.

Radial Menu. A hierarchical menu (in radial format). Each level of the menu consists of eight menu slices which may contain various features and options to choose from. You can customize the buttons of your input tools or Cintiq to display this menu.

Screen cursor. The pointer on the screen. Screen cursors come in different shapes (such as an I-beam, arrow, or box), depending on which application you are running.

Tablet PC Input Panel (TIP). The Microsoft Windows Tablet PC Input Panel enables you to use your Wacom pen to create handwritten notes or work with an on-screen keyboard. The Input Panel dynamically converts your handwriting to text. The information you create can then be inserted into other documents, spreadsheets, or illustrations.

Tilt sensitive. A quality of the pen tip and eraser that senses the amount of tilt between the tool and tablet. This is used to create natural-looking pen, brush, and eraser strokes in applications that are tilt sensitive.

USB. Universal Serial Bus. A hardware interface standard for connecting computer peripheral devices. USB ports support hot-plugging, which allows you to connect or disconnect a USB device without turning off your computer.

Wintab. An interface standard used by Windows applications for receiving tablet information. Cintiq supports all Wintab-compatible applications under Windows.

# INDEX


About the manual 5
Accessories
  ordering 89
Adding a new tool 63
Applications, integrated for tablet control 84
Application-specific settings
  changing settings 63
  creating 62
  removing 63
  working with 61
ASTRO application 18
Button functions 52
Calibrating, pen display 39
Care and maintenance 79
Center Button 46
Cintiq
  Control Panel overview 36
  customizing 35
  front view 8
  incline, adjusting 9
  pen features 25
  software installation 11, 14
  testing 65
  the multi-touch experience 29
  troubleshooting 64
  uninstalling 81
Cintiq stand
  adjusting incline 9
Configuring for handedness 22
Control panel
  lists 38
  manage settings 35
  opening 35
  overview 36
  tabs 38
Controls, testing 66
Customizing 35
  eraser feel 42
  ExpressKeys 45
  pen 40
  pen display functions 38
  Radial Menu 59
  Rocker Ring and Center Button 14
  Rocker ring and Center Button 46
  tilt sensitivity 44
  tool buttons 43
Desktop Mode 22
Digital ink, capabilities in Windows 86
Display Toggle, working with 60
Double-click, adjusting 41
Eraser feel, customizing 42
Eraser pressure setting, advanced 42
Ergonomics 17
Expert settings, importing 85
FAQs (Frequently Asked Questions) 77
Front view, Cintiq 8
Functions, button 52
General problems 68
General problems, troubleshooting 70
Getting Started 10
Glossary 90
Incline, adjusting 9
Information, product 87
Input tools, testing 66
Installation 10
Mac-specific problems, troubleshooting 74
Maintenance and care 79
Manual, about 5
Mobile Mode file management 18
Monitors, using Cintiq with others 33
Multiple tablets, installing 83
Multiple tools, working with 63
Multi-touch
  adjusting touch speed 31
  customizing 31
  setting navigation features 31
  speed, adjusting 31
  testing touch 33
Navigation, customizing for multi-touch 31
New tool, adding 63

On-screen controls
assigning panels 49
customizing 51
managing 51
Screen Key 51
Screen Touch Strip 51
Ordering, parts and accessories 89
Parts
ordering 89
Pen
customizing 40
eraser 25
holding 26
nib, replacing 80
positioning with 27
pressure sensitivity, working with 27
side switch 25
testing 67
tilt, drawing with 27
tip 25
using 26
Pen display
calibrating 39
customizing functions 38
Pen nib, replacing 80
Pens, optional 40
Positioning, with pen 27
Preferences, managing 82
Pressure sensitivity, working with 27
Product information 87
Radial Menu
customizing 59
using 59
Settings
changing for specific application and tool 63
removing 63
Settings and Express View 35
Setup wizard 11, 14
Software
updates 64
Specifications
product 87
Tablet, renaming in Tablet list 63
Technical support, options 76
Testing
Cintiq 65
controls 66
ExpressKeys, Rocker ring and Center Button 67
input tools 66
multi-touch 33
pen 67
Testing the Rocker Ring and Center Button 67
Tilt
drawing with 27
sensitivity, customizing 44
Tip feel, adjusting 41
Tip pressure setting, advanced 42
Tool buttons, customizing 43
Troubleshooting 64, 68
General problems 70
general problems 70
Mac-specific problems 74
tablet portion 70
testing controls 66
testing input tools 66
Windows-specific problems 73
Uninstalling 81
Using
multi-touch 29
pen 26
Wacom Desktop Center 22
Wacom display settings 33
Wacom Mobile Center 18
Warranty 88
Windows-specific problems, troubleshooting 73
Work area, setting up 17